



Job Description

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Job Title Analyst: IT Service Management (ITSM)	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry -

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The primary responsibility of the ITSM analyst is to facilitate, coordinate and manage all aspects relating to ITIL / ISO20000, in terms of the following disciplines:

- Incident & Problem Management
- Change & Release Management
- Configuration & Capacity Management
- Service Delivery Management, SLAs and Service Desk

The ITSM analyst is responsible to ensure that ITHUBA Tanzania service disciplines are performed, aligned to ISO27001 ISMS and responsible for overall SLA reporting and governance adherence.

Responsibilities

Change Management

- Take full responsibility for the IT Change Management process within ITHUBA Tanzania
- Implement, align and coordinate change management policy, procedure and processes with ITHUBA Tanzania ITSM COE
- Responsible for ensuring that all IT Change Requests are logged, classified, categorised and presented for approval
- Align, implement and manage all change approvals through the Change Approval Board Conduct Post-Implementation reviews, highlight failures, back-outs, mitigating actions
- Manage the entire IT Change Management portfolio, and business communication for changes

Release Management

- Take full responsibility for the management of all Software Releases (PLS, IVS, RNG)
- Release planning, coordination, alignment and integration (ITHUBA Tanzania SA COE)
- Release deployment, implementation and monitoring
- Release post deployment monitoring, escalation and reporting

Incident & Problem Management

- Primary responsibility for end-to-end management of all incidents, and in particular, Major
- Responsible to ensure all Incident & Problems are logged through the Service Desk
- Incident, classification, categorisation, assessments & troubleshooting, assignment and resolution
- Responsible for overall SLA & OLA to ensure all incidents are resolved within SL, and all Incident Reporting

- Responsible for the overall Problem Management function, and integration & coordination between Incidents & other ITSM disciplines
- Reduced number of Major impact incidents
- Maintenance of a customer specific Known Error Database (KEDB) – Valuable IP retention

Configuration Management

- Identify, control, record, report, audit and verify service assets and configuration items, including versions, baselines, constituent components, their attributes, and relationships
- Own, manage, monitor & report on Configuration Management Database (CMDB) attributes and configuration items
- Own, manage, monitor & track Software Assets

Capacity Management

- Produce and maintain a Capacity Plan, assessing the impact of changes on the plan and on the performance of services and
- Contribute to meeting service levels by managing the capacity and performance of services and
- Provide advice and guidance on all capacity and performance-related activities, assist with the diagnosis and resolution of related Incidents and Problems and propose proactive performance improvements where these are cost-justifiable.
- To ensure sufficient resources to satisfy the current & future needs of the business (circa Demand Management)

Service Level Management & Reporting

- To elicit, define & document customer's service needs
- To monitor & report on targets set out in SLA; input into Quality & Service Improvement
- To provides us and our customers a clear and consistent understanding and expectation of the level of service required to provide a quality product
- To foster a better relationship between IT and the customers through documented understanding of targets & service levels.

Availability Management

- Fulfilment of the agreed service
- Reduction in the costs associated with a given level of
- The customer perceives a better quality of
- The levels of availability progressively
- The number of incidents is reduced.

Lottery Draw Operations

- Support and facilitate the planning, preparation, facilitation and conducting of all draw
- Verification and validation of draw events based on the defined draw procedures for each
- Preparation of draw reports and liaising with management on any issues detected.
- Ensuring that processes are complied with according the compliance standards and
- Being proactive not reactive within the company and prevent possible non-compliant actions before consequences occur.
- Assisting in the development of draw
- Ensuring accurate jackpot payments are made on the
- Support all employees who are participating in the planning and execution of draw events and make sure they are informed of procedural and regulatory requirements and that they comply with all legislation and regulations with regards to
- Conduct the administration of all draw processes
- Ensuring the credibility and integrity of the draw process and to ensure that it is carried out in terms of the laid down procedures and compliance to the agreed auditing firm requirements
- Contribute to the development of lockdown policies and procedures to be implemented in the event of security breaches or any other compromise of the draw
- Ensure that teams are competent in following lockdown procedures.
- Contribute to the Initiation and control of lockdowns during security breaches or in the event of any compromise to security or validity of the draw
- Conduct the pre-draw audits of the draw machines within 24 hours of the draw process and ensure that users during the draw process are competent in this regard. Together with external auditors, assist in the overseeing of the draw machine selection process according to regulations and organisational
- Ensure maintenance of the equipment used in the draw process.
- Document the maintenance process to assist in external audit
- Assist in the audit process in the case of external audits as prescribed by the National Lotteries Board providing and presenting the necessary information and documentation as per

- Report to the Lottery Draw Manager on the findings of the external audit process and present findings and recommendations in this
- Assist the financial crime prevention unit during fraud investigations by supplying the requested documentation concerning the draw process, security measures and irregularities.
- Provide information to the Public Relations team to ensure accurate publishing of results and pay-out information.

Education & Qualifications

- Bachelor Degree in Information technology or Computer Science
- ITIL Foundation Certified
- ITIL Specialist Certified

Requirements

- 5+ years related work experience dealing with ITSM & ITIL in Technology Services
- Experience in managing Incident Problems and Changes
- Experience in managing Configuration, Capacity, Release and Availability
- Experience with IT Service Desk (Ticketing tools and Reporting)

Characteristics

- A solid understanding of Technology Planning & Service Delivery, in particular IT Service Management (Service Desk & ITIL functions)
- Experience and knowledge of IT Service management principles, methodologies and tools
- Exceptional communication skills, both written and verbal
- Must be a team player and able to work collaboratively with and through others
- Familiarity with project management approaches, tools and phases of the project lifecycle
- Personal integrity, honesty, drive, enthusiasm and resilience.
- Excellent understanding of the organisation's goals and
- Knowledge of applicable data privacy practices and
- Good project management
- Excellent written, oral, and interpersonal communication
- Ability to conduct research into systems issues and products as
- Ability to communicate ideas in both technical and user-friendly
- Highly self-motivated and directed, with keen attention to
- Proven analytical and creative problem-solving
- Able to prioritize and execute tasks in a high-pressure environment.
- Strong customer service
- Ability to work in a team-oriented, collaborative
- Deciding and Taking Action
- Providing Leadership and Supervision
- Communicating and Presenting
- Writing and Reporting
- Applying Expertise and Technology
- Problem Solving
- Creating and Innovating

Reporting To

GRC Manager

Driving Licence

Not Required

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