



# Job Description

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<b>Job Title</b> Head of IT	<b>Job Location</b> Dar es Salaam	<b>Category</b> -
<b>Job Type</b> Full Time	<b>Job level</b> Head of Department	<b>Industry</b> Finance Services

**Open to Expatriates**  
Only Open to Tanzanian Nationals

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Finance Services: 5 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> -	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

The Head of Information Technology is responsible for overseeing the IT department and ensuring that all technological operations align with the company's digital vision and strategic objectives. The role focuses on building effective frameworks that improve efficiency and support the deployment of efficient digital capabilities. It is responsible for establishing and enforcing IT policies that guide sustainable business growth. The Head of IT also ensures compliance, security, and strong governance across all IT functions. In addition, the role provides leadership to ensure reliable day-to-day IT service delivery and continuous improvement.

## Responsibilities

### Strategic and Planning

#### 1. Business Analysis and Project Management

- Oversee IT business analysis to align technology solutions with business needs
- Ensure effective requirements gathering, documentation, and stakeholder engagement
- Govern IT project management methodologies, standards, and tools
- Monitor project delivery, budgets, timelines, and risk management
- Ensure prioritization and successful delivery of strategic and regulatory projects

#### 2. DevOps and Development

- Support digital transformation initiatives by defining and driving application development strategy aligned with business goals
- Ensure integration of security and compliance into system development and acquisition processes.
- Drive digitalization initiatives to improve efficiency and customer experience.
- Support automation, data analytics, and digital product innovation.
- Evaluate and implement emerging technologies relevant to the business.
- Manage development teams, vendors, and outsourced service providers

### Operational Management

#### 1. Infrastructure Management

- Oversee data centers, cloud platforms, networks, and core IT infrastructure
- Ensure high availability, performance, scalability, and disaster recovery capabilities
- Manage capacity planning, patch management, and system upgrades
- Ensure compliance with resilience, business continuity, and recovery requirements

- Optimize infrastructure costs and vendor performance

## 2. Service Desk and End User Computing

- Ensure reliable, secure, and efficient IT support services for all users
- Define and enforce SLAs for incident, problem, and request management
- Oversee end-user device management, software standardization, and lifecycle management
- Drive continuous improvement in user experience and service delivery by implementing best practices as per standard IT service management (ITSM) Framework
- Ensure adequate training and awareness for staff on IT systems and tools

## 3. IT Procurement

- Ensure cost optimization, value for money, and budget adherence
- Oversee and participate in vendor contract negotiation, and license management
- Manage vendor risk, performance, and regulatory compliance
- Ensure procurement aligns with IT architecture, security, and business strategy

## Governance

### 1. Info Security Risk, Governance and Compliance

- Establish and maintain the IT security and risk management framework
- Ensure compliance with financial regulators, data protection, and cybersecurity standards
- Oversee cybersecurity operations, incident response, and vulnerability management
- Define IT policies, standards, and governance structures
- Regularly report IT risk posture to senior management and governance committees

## Education & Qualifications

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- Bachelor's degree in information technology, Computer Science, Computer Engineering, Information Systems or Telecommunications Engineering
- Master's Degree in related field is preferred:

## Requirements

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- 5 years of progressive experience in Information Technology, with at least 3 years in a senior leadership or managerial role.
- Proven experience in IT strategy development and execution aligned with business objectives.

## Characteristics

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- Strong understanding of enterprise IT architecture, infrastructure, and application ecosystems.
- Solid knowledge of cybersecurity principles, risk management, and compliance frameworks.
- Proficiency in IT Service Management (ITSM) and service delivery optimization.

## Reporting To

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Chief Executive Officer

## Driving Licence

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Not Required

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