



# Job Description

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<b>Job Title</b> ICT Officer - Tanzania	<b>Job Location</b> Kigoma	<b>Category</b> IT & Network Administration
<b>Job Type</b> Full Time	<b>Job level</b> Intermediate	<b>Industry</b> Non-profits (NGO)
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Non-profits (NGO): 5 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> IT & Network Administration: 5 Years	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

Enabel is the Belgian development agency. Our mission is to build a sustainable world where all live under the rule of law and are free to thrive. With our partners, we offer solutions addressing pressing global challenges – Climate Change, Social and Economic Inequalities, Urbanisation, Peace and Security, Human Mobility – and promoting Global Citizenship.

We have over 20 years' experience in areas ranging from education and health care to agriculture, environmental protection, digitalisation, employment and governance. Enabel's expertise is eagerly sought-after by partners around the globe – ranging from the Belgian government, European Union institutions, governments of other countries and the private sector. We work with civil society, research institutes as well as businesses and we foster fruitful interaction between development policy and other areas.

With over 2,100 staff, Enabel manages about 170 projects in more than twenty countries, in Europe, Africa and the Middle East.

### **Background:**

On 30 June 2023, the new Belgian-Tanzanian cooperation programme (2023-2028) "Wezesha Binti" was signed between the United Republic of Tanzania and the Kingdom of Belgium. This 25 million Euro five-year program aims at empowering girls and young women (14 to 29 years), in Kigoma, through multiple conducive learning pathways to enjoy decent, greener employment and increased access to entrepreneurship.

Enabel in Tanzania is also working in collaboration with the European Union to implement other global partnership projects namely: INCLU-CITIES, Bee Keeping Value Chain Support Project (BEVAC) and "Sauti ya Mwanamke".

In addition to the above projects, Enabel in Tanzania is participating in two global projects namely; Regional Teachers' Initiative for Africa (RTIA) Project which seek to strengthen digital competencies of teacher educators and (future) teachers, accelerate innovation in teaching and learning, co-create local solutions to education challenges, and facilitate regional (peer) exchange through the establishment of digital innovation hubs as well as the Teach2Empower project which seek to support the National Teacher Continuous Professional Development (TCPD) programme.

### **The Function:**

The ICT Field Officer will be a shared resource - work for the Regional Teachers' Initiative for Africa (RTIA) Project and the Teach2Empower project (50%) as well as working as the ICT support service for the projects and the Country Office (50%). The main responsibilities therefore include:

### **We offer you**

- A fascinating and interesting job in an international environment.
- You are based in Kigoma with frequent travels within the targeted districts and to other regions of operation.
- Type of contract and duration: Contract for a Specific Period, 36 months
- You are employed by Enabel in the function of "Field Officer". A salary package that

- comprises the monthly gross salary, in accordance with our salary scales (Class 4), and more benefits such as health care insurance, 13th month, holiday allowance, and if applicable school fees allowance
- Relevant recognized experience for the function will be verified.

### **Are you interested?**

- Apply here - [job opportunities](#) - with an application letter and your updated CV (Curriculum Vitae) on the Enabel Portal, at the latest by 06 October 2024.
- Only applications that are registered here via the Enabel online portal will be considered.

*Every person who fulfils the conditions listed in our job advertisements may apply. Enabel is committed to equal opportunities and diversity in its workforce. We do not discriminate based on gender, origin, age, religion, sexual orientation, disability status, or any other factor other than competence.*

## **Responsibilities**

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### **1) Ensuring the installation, maintenance and repair of the IT equipment and software packages / SaaS subscriptions of the (1) innovation hubs and (2) mobile toolkits**

- Contribute to the selection of beneficiary institutions and relevant partners based on a technical criterion
- Revise and adapt the (1) mobile digital education toolkits and (2) equipment for the innovation hubs based on contextual analysis, maximizing performance, cost- efficiency, security and sustainability (including ensuring continuity of service delivery during power outages)
- Contribute to the selection of calls for proposals analyzing technical feasibility in the target regions
- Provide rapid response to equipment failures, problems or break downs by providing technical support, conducting repairs or ensuring replacement
- Contribute to the procurement of software packages and/or SaaS licenses, as well as the installation of software on the devices.
- Support the installation and configuration of open-source software solutions (e.g. Moodle)
- Combine each intervention with engagement in train the training of teacher champions to enable sustainability of the action

### **2) Information exchange and collaboration with all partners of the RTIA project and Teach2Empower project (Team Europe, Team Belgium, and Enabel's RTIA project manager in particular)**

- Contribute to sharing information with all team members of the Enabel components of the RTIA project and Teach2Empower project
- Contribute to co-create, share and exchange on knowledge products on green, digital and gender-transformative principles, approaches and practices
- Contribute to foster strategic partnerships among Belgian, European and African partners for the inclusion of green, digital and gender transformative principles and approaches in education policies, frameworks, and initiatives
- Report and provide regular updates to the international D4E expert

### **3) Ensure the availability of IT systems and Networks throughout the working day in order to maintain business productivity and high user satisfaction.**

- Provide level 1 and 2 technical support to staff across all Enabel offices.
- Diagnose and resolve any software and hardware issues encountered by users on
- their workstations and mobile devices.
- Maintain Enabel's IT equipment (computers, networks, video conferencing equipment) across all regions of operations
- Monitor active IT network equipment to ensure service recovery within a short timeframe.
- Optimize the existing IT network to enhance performance.
- Implement the security policy defined by Enabel's headquarters to ensure the
- integrity of data and equipment
- Monitor Enabel's IT network to ensure its functionality and availability for all system users.
- Install, maintain, troubleshoot, and repair all wired, wireless, and other network infrastructure.
- Manage cybersecurity incidents by orchestrating a rapid and effective response to minimize impacts and ensure the resilience of our processes and systems.

### **Internal and External ICT Partnerships:**

- Collaborate with the global community of IT Officers and other IT teams within Enabel.
- Keep a record of all Service Level Agreements between Enabel and IT service providers (IT maintenance services, Internet providers, software and hardware suppliers).

- Work directly with suppliers to plan repairs and maintenance.
- Request and evaluate the quality of services from suppliers and service providers.

## Education & Qualifications

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- Tanzanian National
- Bachelor's degree in Computer Science or similar IT-related field
- Demonstrated professional experience in both computer/hardware repair and maintenance, as well as software configuration and the implementation of (open source) software systems for organization
- Demonstrated professional experience in providing technical explications/training to people with limited IT knowledge
- Experience in managing and administering IT networks.
- Proficiency in network protocols, IP, DNS, Firewall, cloud computing, etc.
- Strong knowledge of the Office 365 suite.
- Experience in maintaining IT equipment.
- Excellent written and verbal communication skills in English

## Requirements

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- At least 5 years of experience in user support, preferably within international organizations or cross-functional structures in the field of digital education;

## Characteristics

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- Professional experience working on or contributing to digital education projects is considered an important asset
- Professional experience in international development cooperation projects is considered an asset
- Demonstrated ability to work autonomously and in teams, in complex multi-national settings is considered an asset.

## Driving Licence

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Not Required

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