



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title IT Officer	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry Manufacturing, IT & Software
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Manufacturing: 1 Years
Secondary Industry IT & Software: 2 Years	Primary Category -	Secondary Category -
Certificate -	Qualification Degree	

Summary

IT Officer will support the Manager, Technology, by providing technical assistance, managing IT systems, and ensuring the effective delivery of technology services to all company staff as required.

Responsibilities

Relationship Management

- Update the IT manuals.
- Support other departments by preparing and updating price lists for HQ and Branches.
- Take care of employee data back-ups and ensure they are done correctly.
- Contact vendors and service providers of IT equipment and supplies for efficient and effective office operations.
- Work with the marketing team to manage website information to ensure content, style, and presentation is appropriate for web-based publishing.
- Assist the IT Manager in monitoring site traffic and ensuring user access to certain sites are limited

Task Management

- Provide assistance and training to staff on information systems where necessary including (but not limited to) the company website, ERP system, database, and other systems.
- Provide assistance, training, and troubleshooting to staff remotely.
- Assist in troubleshooting any end-user hardware and software issues.
- Perform installations, repairs, and preventative maintenance on staff computers
- Monitor CCTV systems to ensure all cameras are working and recording.
- Report any malicious or unauthorized practices.
- Take care of biometric systems and report any problem to the service providers.
- Monitor antivirus and firewalls on computers and perform regular scans.
- Monitor ERP backups daily.
- Assist in performing system upgrades as necessary for software and hardware-related components.
- Perform light administrative duties on the internal network.
- Monitor backup procedures and perform occasional recoveries to ensure backup integrity.

- Maintain all photocopy machines and ensure regular maintenance is carried out.
- Report any problems and identify alternative solutions.
- Maintain cash counting machines and ensure continuous maintenance is performed.
- Maintain EFD machines and report any issues to vendors.
- Maintain the company product CDs and DVDs library, including all necessary updates.
- Maintain and update the Nabaki website.
- Add collected SMRs to the database and share reports.
- Handle network and internet issues by coordinating with service providers.

Education & Qualifications

- Bachelor's Degree in Technology or significant

Requirements

- Minimum of 2 years of experience in IT
- Good experience and knowledge of Microsoft operating systems and Networks.
- Hardware maintenance and graphic design are an added advantage

Characteristics

- Passionate, enthusiastic, and confident
- Highly motivated
- Initiative and resourcefulness
- Strong influencing skills
- Performance-oriented
- High level of interpersonal skills
- Focused attention to detail and deadlines
- Task/project deadline-oriented
- High level of responsibility, accountability integrity
- Proven accuracy and organization with your work
- Fluent in written and spoken English and Swahili

Reporting To

- Manager:IT

Driving Licence

Not Required

To Apply for This Job [Click Here](#)