



Job Description

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

Job Title MIS Software Analyst	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

Applications analysts serve as part of an organizations' IT team, taking an analytic role to ensure that the computer application systems being used are meeting the needs of the organization. Aside from simply analysing existing systems, this can also mean designing, developing, and implementing their iterations and replacements to try and better meet the goals of the organization, too. The purpose of this role also include the analysis, diagnosis, and resolution of application errors and problems.

Primary role is to ensure that software, applications, data and information required by all stakeholders is available, and working as specified. The primary focus is on the Paytronix Lottery System (PLS), RNG, IVS and related Sage operational systems.

Responsibilities

Management Information Systems

- Develop and analyze systems that are to be used by the employees and the managers of the company.
- Develop strategies that are to be used in implementation of software and hardware systems in the organization.
- Look after the maintenance of the computer systems and make sure that all the departments are functioning properly.
- Collect necessary specifications for each department and make sure that their requirements are met.
- Look after the purchase of the software and hardware systems and plan proper budget and quotations for the systems.

Application Support

- 1st & 2nd level software applications support
- Escalation & coordination with 3rd level support
- Reporting & tracking of all incidents and problems within SLA
- Assessing all Incidents and problem and ensure it is assigned to the correct support levels as per SLA
- Provide all technical support for all applications used by the business
- Respond and restore to all queries as per the SLA
- Research, diagnose, troubleshoot and identify potential solutions
- Follow best practices for change control of proposed solution
- Document actionable resolutions for engineering resolution.

Supporting Draw Officer

- Support and facilitate the planning, coordination and facilitation of all draw events.

- Maintain compliance to organisational and statutory requirements with regards to the lottery draws and to oversee the maintenance and audits of draw.
- Ensure that the communication and information between the studio and the data center is accurate in order to prevent any financial losses to the business.

Education & Qualifications

NQF Level:

- NQF Level 7: Graduate Degree +

Qualifications Required :

- University degree in Information Technology

Qualifications Preferred:

- ITIL Advanced

Requirements

Experience Required:

- 6 years + in information technology
- 4 years + in managing software and/or applications (Support)

Experience Preferred:

- Significant experience managing a professional level team
- Experience in the lottery or gaming industry

Characteristics

- Should be proficient working with all types of operating systems such as Android, Microsoft, Linux, Unix, DOS, etc.
- Should understand the specifications of the software to be installed in the computers and make necessary pre-installations
- Ability to troubleshoot any kind of systems related problems and maintain security of the systems
- Proficient working with the office applications, ERP software, communications systems, etc.
- Expertise in planning and maintaining enterprise hardware and software

Driving Licence

Not Required

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