



Job Description

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Job Title

Senior Officer – Operations & Data Management

Job Location

Dar es Salaam

Category

Data Management & Admin, IT & Network Administration

Job Type

Full Time

Job level

Manager

Industry

Business Services / Consultancy

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget

-

Max Budget

-

Primary Industry

Business Services / Consultancy: 3 Years

Secondary Industry

-

Primary Category

Data Management & Admin: 3 Years

Secondary Category

IT & Network Administration: 3 Years

Certificate -**Qualification -**

Summary

The Operations Officer is responsible for overseeing the day-to-day operations of the operations team, data & acquisition, data load management, data quality management, data management and business application management

Responsibilities

Data & Acquisition

- Manage relationship with Data Providers
- Manage Input File Formats
- Train Data Providers on Input File Formats and associated tools
- Ensure all Data Providers submit data
- Ensure all Data Providers receive feedback on submitted data
- Report status on Data Acquisition to Senior Management

Data Load Management

- Ensure all data submitted by Data Providers are processed by the system
- Resolve incidents that occur during data processing

- Report status on Data Loading to Senior Management

Data Quality Management

- Assess data quality for all data submitted by Data Providers
- Ensure data quality exceptions are reported to Data Providers
- Analyse data quality issues and trends
- Strategise data quality enhancements
- Work with Data Providers to improve data quality
- Report status on Data Quality to Senior Management

Data Management

- Track all data disputes raised (registration to closure)
- Coordinate with Data Providers on resolution of data disputes within SLA
- Coordinate with Subjects on resolution of data disputes
- Design and implement Data Management initiatives (deduplication, archival, etc.,)
- Report status on Data Management to Senior Management

Business Application Management

- Manage Business Applications to achieve various Data Operation deliverables
- Administer Configuration Management for optimal Data Operations
- Track issue resolution on incidents pertinent to Business Applications
- Raise changes that are required in Business Applications to keep up with the operational needs
- Coordinate with Service Desk for optimal deliverables with good quality and shorter timeliness
- Report status on Business Applications and tickets to Senior Management

Team Management

- Train staff on overall data operations
- Allocate roles, responsibilities, deliverables and timelines
- Monitor team performance and amend approach where required
- Report status on Team Performance to Senior Management

Education & Qualifications

BSc/BA in Computer Science, Engineering or relevant field; graduate degree in Data Science or other quantitative field is preferred

Requirements

3 years and above in similar roles with hands on experience

Characteristics

- Great attitude
- Ability to learn fast
- Ability to plan ahead
- People & Task Management
- Very good spoken and written communication skills
- Intermediate user of computer and computing concepts
- Well verse in Microsoft Office
- Ability to write SQL statements(DML, DCL and TCL)
- Using advanced functionalities in MS Excel (like PIVOT, Charting, Data Tools, Connecting to external data)

Reporting To

Senior Management

Driving Licence

Not Required

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