



Job Description

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Job Title Systems Engineer (Desktop, Infrastructure & Networks)	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Manager	Industry Entertainment, IT & Software
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Entertainment: 1 Years
Secondary Industry IT & Software: 4 Years	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Systems Engineer's role is to ensure the stability, integrity, and efficient operation of the in-house information systems that support core organizational functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. The Systems Engineer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT systems investments.

- Assist with all technical support including networks, desktops and Infrastructure systems between 2 DC's
- Draw Operations – assist the Data center Operators with technical draw operations, monitoring, checklists and reporting on a rotational basis.

Responsibilities

IT Server, Networks & Infrastructure Administration

- Perform daily administration on servers which include OS/software installation, patching and firmware updates, hardware upgrades, monitoring, troubleshooting, account management, file share group permissions, backups and restores, printer and queue setup, performance monitoring and overall efforts to minimize system downtime.
- Provide Networks , Infrastructure and desktop support to the Tanzania operations
- Perform system upgrades, designs and rollouts.
- Provide server support regarding the management of networks, databases, and virtualization.
- Provide continual evaluation of processes and procedures.
- Suggest methods to improve area operations, efficiency and service to both internal and external customers.
- Take ownership of more complex issues and investigate resolutions
- Investigate the causes and implement improvements to reduce future occurrences.

Systems Strategy & Planning

- Collaborate with network staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Work with executive team members, decision makers, and stakeholders to define business requirements and systems goals, and to identify and resolve business systems issues.

Systems Acquisition & Deployment

- Design and deploy new applications and enhancements to existing applications, software, and operating systems.

- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
- Conduct research on software and systems products to justify recommendations and to support purchasing efforts.
- Interact and negotiate with vendors, outsourcers, and contractors to secure system-related products and services.

Systems Operational Management

- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Propose and create system design models, specifications, diagrams, and charts to provide direction to system programmer

Customer Services

- Provide exceptional IT support to internal customers, across geographical locations ensuring a high level of customer satisfaction.
- Ensure service levels for customers are met, identify opportunities for improvements and implement them as agreed upon
- Understand service level agreement workings; and deliver to their deadlines
- Ensure customers are kept informed at all times regarding the status of any outstanding call they have placed with the IT service desk.

Draw Operations

- To ensure the success of draw events. To maintain compliance to organisational and statutory requirements with regards to the lottery draws and to oversee the maintenance and audits of draw. To ensure that the communication and information between the studio and the data centre is accurate in order to prevent any financial losses to the business.

Education & Qualifications

Qualifications Required :

- University degree in Information Technology

Qualifications Preferred:

- IT Infrastructure Library (ITIL) Advanced
- Certification: A+ / N+ / COMTIA/ MCSE

Requirements

Experience Required:

- 4 years + IT Server Engineering & Administration

Experience Preferred:

- 2 years + experience in IT Infrastructure Management (Data Centers)
- 2 years + Network Management
- Experience in the lottery or gaming industry preferably
- Proven experience in overseeing the design, development, and implementation of software systems, applications, and related products.
- Proven experience with systems planning, security principles, and general software management best practices.
- Proven experience / understanding of networks, data centers, IT infrastructure and IT Service Management, including IS Security

Characteristics

- Excellent understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Good project management skills.
- Excellent written, oral, and interpersonal communication skills.
- Ability to conduct research into systems issues and products as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self motivated and directed, with keen attention to detail.
- Proven analytical and creative problem-solving abilities.

- Able to prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Ability to work in a team-oriented, collaborative environment.
- Deciding and Taking Action
- Providing Leadership and Supervision
- Team-working and Supporting
- Communicating and Presenting
- Writing and Reporting
- Applying Expertise and Technology
- Problem Solving
- Creating and Innovating

Reporting To

ICT Manager

Driving Licence

Not Required

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