

JOB DESCRIPTION FOR IT MANAGER



MODE OF APPLICATION

1. All applications should be sent to careers3@kprecruiters.co.tz before 25th January 2018.
2. Please attach your CV only without any supporting documents

Purpose of the position

Responsible for overall function of all IT related systems, applications and equipment of the company by providing a continuous and stable heterogeneous computer environment for the company in **Tanzania**. Supporting all the different functions/departments on all IT and communication related issues, as well maintaining and implementing latest Information Technologies.

Key Tasks

- Liaise with vendors and suppliers of IT equipment and telecommunication services and coordinate acquisition of the same.
- Installation, configuration and maintenance of IT related equipment (HW), network connections (ADSL, leased line etc.), telephone (IPT) and applications (SW). Ensure they function properly at all times.
- Provide support of enterprise IT systems e.g. Microsoft Exchange, Active Directory, etc., including daily support to users.
- Strategic design, expert advice, consultation and implementation of network and IT solutions in conjunction with IT team and in alignment with Head of IT Africa and CIO
- Promote project management best practices in the organization.
- Ensure the agreed level and standard of quality in the performance of all IT related systems.
- Ensure compliance with corporate/regional practices, policies, procedures and local legal requirements.
- Responsible for the product implementation according to the agreed requirements in the areas of specification, time, costs, planning, quality
- Responsible for periodical tasks such as management reporting, budgeting, business planning, cost control, resource & priority management as well all issues related to subordinates.
- Facilitate meetings, team presentations and status updates for senior management. Conduct post-implementation assessment of projects to ensure business requirements have been met across department and/or functional areas.
- Maintain inventory of all computer equipment, applications, IT services and ensure the correct licensing of all products and provide updates to the administration department for insurance purposes.
- Ensure proper access security, data backup and recovery for all systems at all times.
- Assess user training needs and execute or conduct relevant trainings
- Facilitate in maintenance of other household electrical equipment such as air conditioners, backup generator, switchboard, power UPS etc. for computer rooms
- Perform other IT related duties as may be required by Technical or Functional line managers
- Participate in after office hour 1st level support.

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Decision Making Authority

Decision competence in-line with Head of IT Africa and country manager on:

- Competence to give recommendation for implementation of solution of requirements to all management levels
- KPI settings for subordinates
- Hire and fire of IT staff/subordinates

Function / Market & Industry Knowledge / Business Acumen / Process working

[\[Functional Knowledge \]](#)

- Understanding of the company strategy and standard products

Skills & Competencies

[\[Competencies – Leadership \]](#)

- Ability to lead project teams

[\[Competencies – Business \]](#)

- Capable of making informed decisions and provide practical, timely solutions
- Ability to find pragmatic solutions by using decision making techniques
- Willingness to involve stakeholders in the decision making process, to get buy-in and to implement solutions.
- Readiness to continuously focus on identifying and meeting customer current and future needs
- Readiness to provide alternatives and optimized solutions to the Customer.
- Ability to establish a successful long-term business partnership with internal and external customers

[\[Competencies – Personal\]](#)

- Ability to work in a team, co-operation (mentoring, motivation)
- Able to work in a diverse environment and cultures
- Communication & Interpersonal skills
- Reliability & Independence
- Ability to quickly acquire new knowledge.
- Target driven spirit.
- High energy and resilience.
- High commitment and positive attitude in the face of setbacks and obstacles
- High stress level (Ability to work under pressure and deal with tight deadlines)
- Be authentic, approachable, open and honest.

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Educational background / Work experience

Bachelor of Science or IT related discipline / Experience in for 3-4 years

Language skills

Fluency in English

Computer Literacy

- Working knowledge for hardware: HP PCs, Laptops, Servers, Printers and Cisco Switches, Routers
- Good knowledge and experience of Watch Guard Firewall
- Working knowledge for office equipment such as PABX, fax, scanner, copier
- Good knowledge and experience of Microsoft®
 - Windows Operating Systems
 - VMWare - VSAN
 - Office Suite (Outlook, Excel, Word, PowerPoint, OneNote)
 - Office 365
 - Exchange Online
 - Active Directory
- Preferred knowledge and experience in ITIL and/or Cobit