

THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE



PUBLIC SERVICE RECRUITMENT SECRETARIAT

Ref.No.JA.9/259/01/A/119

24th June, 2022

VACANCIES ANNOUNCEMENT

On behalf of the e-Government Authority (e-GA), President's Office, Public Service Recruitment Secretariat invites qualified Tanzanians to fill **(18)** vacant posts described below.

1.0 e-GOVERNMENT AUTHORITY (e-GA)

The e-Government Authority (e-GA) was established under e-Government Act No.10 of 2019, with mandate of co-ordinating, overseeing and promoting e-government initiatives and enforcing compliance to e-Government Standards and Guidelines to Public institutions. The enactment of the e-Government Act came as a way of addressing challenges encountered by the then e-Government Agency in the areas of legal environment and powers to manage duplication of ICT initiatives and silo ICT systems,

promotion of sharing of systems in public institutions, and compliance with Standards and Guidelines to ensure effective use of ICT for improved public service delivery.

1.1 ICT OFFICER II (APPLICATION PROGRAMMER/WEB DEVELOPER) – 6 POSTS

1.1.2 DUTIES AND RESPONSIBILITIES

- i. To accomplish Software Application Development Full Lifecycle by:-
- ii. Designing, coding, and debugging software applications based on various deployment platforms (e.g. web, mobile, desktop etc.), operating systems, programming languages, database management systems, etc., software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis, etc.
- iii. Assist and participate in analysis of user requirements, prototyping, development of new functionalities, maintenance of applications, integration of technological components, testing, deployment,
- iv. Designing, coding and debugging web and mobile based applications in various software languages
- v. Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis
- vi. Software testing and quality assurance
- vii. Support, maintain and document software functionality
- viii. Installation and configuration of appropriate application servers based on the application programs to be supported;
- ix. Support, maintain, and preparation of technical and user documentations for various software functionalities;
- x. Training and support of software users for effective utilization of deployed systems;
- xi. Assist in troubleshooting and resolving routine software application problems;
- xii. Software modelling and simulation;
- xiii. Front end graphical user interface design/programming;
- xiv. Software testing and quality assurance;
- xv. Performance tuning, improvement, load balancing, usability, automation;

- xvi. Integrate software with existing systems;
- xvii. Evaluate and identify new technologies for implementation;
- xviii. Working closely with analysts, designers and other staff;
- xix. Producing detailed technical specifications and software code documentation;
- xx. Production system maintenance and support;

1.1.3 QUALIFICATIONS AND EXPERIENCE

- a. BSc/BEng in IT/IS/Computer Science/Computer Engineering or equivalent degree from a recognized institution.
- b. Strong understanding of the Software Development Life Cycle (SDLC) methodologies.
- c. Technical knowledge in determining end-to-end software requirements specification and design.
- d. Working knowledge of various software languages [PHP (mandatory), Java (mandatory), C/C++, .NET, Python] will be added advantage.
- e. Advanced knowledge in DHTML, HTML5, CSS & CSS3, JavaScript, jQuery, jQueryMobile, SAPUI5 Photoshop, and Responsive Web Design will be added advantage.
- f. Practical skills on Object Oriented Design and Analysis (OOA and OOD)
- g. Hands-on experience with development in Java/JEE environments
- h. Knowledge in containerization and micro services application development approaches.
- i. Experience in SOAP/REST/Web Services, Application Servers (Apache, Apache Tomcat, WebLogic etc.)
- j. Experience in Spring Framework (Spring MVC) and other similar application development frameworks.
- k. Hands-on experience with Jenkins, Git, Junit, etc.
- l. Experience/knowledge on JSON, XML, and other similar data exchange protocols.

- m. Working knowledge of various software languages (e.g. Java, JavaScript, PHP, .NETPython, CSS3, jQuery Mobile, SAPUI5).
- n. Sound knowledge in: Git, Grid System (Sussy Grid), Node JS, AngularJS, Gulp JS, SASS, Twitter Bootstrap, and Bower will be added advantage.
- o. Experience/knowledge on AngularJS and other front-end development languages and tools.
- p. Strong knowledge on MySQL and PostgreSQL Database Management Systems. Knowledge on MS SQL Server, Oracle and other DBMS will be added advantage.
- a. Possession of a relevant recognized ICT professional certification will be an added advantage.
- b. Practical knowledge and skills relevant to the position will be added advantage
- q. Familiarity with software code versioning and repository systems
- r. Familiarity with CI/CD methodology and tools.
- s. Possession of relevant recognized ICT professional certification will be an added advantage.

1.2. ICT OFFICER II (APPLICATION PROGRAMMER/MOBILE APPLICATIONS) – 2 POSTS

1.2.1 DUTIES AND RESPONSIBILITIES

xxi. To accomplish Software Application Development Full Lifecycle by:-

- xxii. Designing, coding, and debugging mobile based applications based on various deployment platforms (e.g. USSD, SMS, Android, IOS etc.), operating systems, programming languages, database management systems, etc., software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis, etc.
- xxiii. Provide Administration, Operation and Maintenance support of Government Mobile Platform (mGOV)
- xxiv. Assist and participate in analysis of user requirements, prototyping, development of new functionalities, maintenance of applications, integration of technological components, testing, deployment.

- xxv. Designing, coding and debugging SMS, USSD and mobile based applications in various software languages
- xxvi. Support, maintain and document software functionality
- xxvii. Installation and configuration of appropriate application servers based on the application programs to be supported;
- xxviii. Support, maintain, and preparation of technical and user documentations for various software functionalities;
- xxix. Software testing and quality assurance;
- xxx. Performance tuning, improvement, load balancing, usability, automation;
- xxxi. Producing detailed technical specifications and software code documentation;

1.2.3 QUALIFICATIONS AND EXPERIENCE

- a. BSc/BEng in IT/IS/Computer Science/Computer Engineering or equivalent degree from a recognized institution.
- b. Strong understanding of the Software Development Life Cycle (SDLC) methodologies.
- c. Experience in design and development of SMS/ USSD/IOS and Android based Applications
- d. Experience in installation and administration of SMS, USSD and IVR Platforms
- e. Technical knowledge in determining end-to-end software requirements specification and design.
- f. Working knowledge of various software languages [PHP (mandatory), Java (mandatory), C/C++, .NET, Python] will be added advantage.
- g. Practical skills on Object Oriented Design and Analysis (OOA and OOD)
- h. Knowledge in containerization and micro services application development approaches.
- i. Working knowledge of Linux and Unix Server platforms;
- j. Experience in SOAP/REST/Web Services, Application Servers (Apache, Apache Tomcat, WebLogic etc.)
- k. Experience in Spring Framework (Spring MVC) and other similar application development frameworks.

- l. Hands-on experience with Jenkins, Git, Junit, etc.
- m. Experience/knowledge on JSON, XML, and other similar data exchange protocols.
- n. Strong knowledge on PostgreSQL and MySQL Database Management Systems. Knowledge on MS SQL Server, Oracle and other DBMS will be added advantage.
- o. Familiarity with software code versioning and repository systems
- p. Possession of a relevant recognized ICT professional certification will be an added advantage.
- q. Practical knowledge in designing and development of chat BOTs and Payment Systems will be added advantage
- r. Practical knowledge and skills relevant to the position will be added advantage.

1.3 ICT OFFICER GRADE II (NETWORK MANAGEMENT) - 1 POSTS

1.3.1 DUTIES AND RESPONSIBILITIES

- i. To monitor performance, capacity, and availability of the network on an ongoing basis and recommend improvements in technologies and practices.
- ii. To collaborate with other staff in the ongoing definition of network design, services and procedures so as to ensure business continuity
- iii. Participate in designing and installation of networks and related accessories and equipment;
- iv. Maintain and repair of Network active and passive equipment;
- v. Troubleshoot all network security related problems;
- vi. Maintain and implement security strategy and standardization methods.
- vii. Document and communicate network related problems, solutions and the implementation process;
- viii. Participate in configuration and management program to install updated security tools.
- ix. Perform maintenance activities, backups and restore of network components.
- x. Plan and appraise ongoing assessment and monitoring of application control, firewall, VPN, SSL, intrusion detection and prevention system and other network component policies

- xi. Guarantee network security best practices are executed through auditing: routers, change control, firewall configurations and monitoring
- xii. Responsible for periodic vulnerability testing, and lead remediation
- xiii. Articulate systems and methodologies as well as reply to security related events and support in remediation efforts
- xiv. Coordinate and oversee log analysis for e-GA managed services offerings to ensure customer policy and security requirements are met
- xv. Maintain network security devices to enable pro-active defense of networks within managed service, providing protective monitoring to multiple customers.

1.3.2 QUALIFICATIONS AND EXPERIENCE

- a. Bachelor Degree in Computer Science/Information Technology/ Computer Engineering or related discipline from recognized institution.
- b. Proficient in Service Provider technologies like IP/MPLS and related services (L2VPN, L3 MPLSVPN, TE, QoS, etc.),
- c. Proficiency in designing/deploying in LAN/WAN topologies using routing protocols like OSPF/ISIS, EIGRP, BGP, IPv6, MPLS, Multicast, HA/Redundancy etc.
- d. Knowledge of IOS/IOS XE/ IOS XR and Proficient on Network equipment such as routers, switches, bridges, etc
- e. Practical skills in configuring and managing VLANs on routers and layer 2 and layer 3 switches and remotely management using IP-based management protocols, such as Telnet and Simple Network Management Protocol (SNMP), management IP Address and Default Gateway
- f. Excellent hands-on experience and knowledge implementing, configuring, integrating and supporting the network security with multi-vendor Firewalls.
- g. Fluent in Backup/Recovery procedures, Storage technologies and understanding port numbers approach to application detection
- h. Practical skills in managing Server Infrastructure roles as IPv4 and IPv6 Addressing, Domain Name System Server Role, Configuring DNS Zones, DHCP Server Role.

- i. Working knowledge in the Telecom Operators or Internet Service Provider Core Network environment will be an added advantage.
- j. Possession of recognized ICT professional certification such as Service Provider Networks (CCNA, CCNSP, HCNA, HCNP, MCSA, MCSE, CEH) will be an added advantage.

1.4 ICT OFFICER II (SYSTEMS ADMINISTRATOR) - 2 POSTS

1.4.1 DUTIES AND RESPONSIBILITIES

- i. Install, configure, operate, upgrade and maintain assigned server systems hardware, software and infrastructure including MS Windows, Linux and Unix Server platforms; remote administration, train and support end users;
- ii. Perform maintenance activities, system backups, restoration, and/or retention of systems, software, and data;
- iii. Administrate servers, security systems, databases, business applications, tools, and manage user accounts;
- iv. Prepare reports and documents for various stakeholders i.e system users and management;
- v. Troubleshoot, document and communicate computer systems related problems, solutions and the implementation process;
- vi. Provide appropriate infrastructure technology solution to support operations;
- vii. Prepare systematic documentation for monitoring hosting infrastructure;
- viii. Responsible for administration of server virtualization and infrastructure;
- ix. Manage security access to assigned systems, related records, documents, and data;
- x. Perform backups and disaster recovery operations;
- xi. Confer with employees and the project team to provide technical advice, support, and to resolve problems;
- xii. Create and update procedural and training documents for the assigned systems;

- xiii. Manage ICT assets, systems diagrams and related documentation,
- xiv. Manage hardware devices and licenses of all programs in use;
- xv. Ensure high-availability of infrastructure, products and services.

1.4.2 QUALIFICATIONS AND EXPERIENCE

- a. BSc/BEng in IT/IS/Computer Science/Computer Engineering or equivalent degree from a recognized institution.
- b. Extensive knowledge on Linux and Unix Operating Systems
- c. Extensive knowledge on different virtualization technologies both proprietary and open source
- d. Knowledge on Mailing Systems and Directory Services (Open source preferred)
- e. Knowledge in Security Fundamentals (in multiple vendor / open source environments), Linux and Windows Security Administration, Replication and Mirroring- Virtual Private Networks, Network Security;
- f. Knowledge in analyzing requirements to plan systems that provides capabilities required for projected workloads, planned layout and installation of new systems
- g. Knowledge on planning servers resource optimization and usage based on best practices
- h. Experience in operating large server infrastructure
- i. Knowledge on different server hardware and storage technologies (HP, Sun, Oracle, Dell, IBM etc.)
- j. Knowledge in Security Fundamentals (in multiple vendor/open source environments), Linux and MS Windows Security Administration, Replication and Mirroring- Virtual Private Networks, Network Security;
- k. Knowledge in designing a Windows Active Directory, Creating Users, Groups and Shared Folders, Managing Active Directory, maintenance, troubleshooting, and disaster recovery;
- l. Working knowledge in Clustering, Security/encryption, Failover management and automatic switch over; and Demonstrate ability to learn new technologies and effectively apply knowledge
- m. Knowledge in Containers Hosting Infrastructure will be an added advantage

- n. Possession of recognized ICT professional certification such as RHCSE/MCSE/CCNA/CISM/CISSP/CEH will be an added advantage.

1.5 ICT OFFICER GRADE II (BUSINESS ANALYST) – 2 POST

1.5.1 DUTIES AND RESPONSIBILITIES

- i. Analyze and perform the Institutional business process modelling as well as their association with technology solutions;
- ii. Analyze and document business processes and translate these into functional specifications.
- iii. Act as a bridge between business groups with need or problem and the technology teams designing/offering a solution to a problem or need;
- iv. Participate in analysis of user requirements, prototyping, and integration of technological components, testing and deployment.
- v. Participate in designing, development and implementation of enterprise wide applications for various channels (Web/Mobile/Desktop etc);
- vi. Ensure business requirements are translated accurately into working technical designs;
- vii. Participate in development of new systems, business processes re-engineering, strategy planning or potentially organizational change;
- viii. Provide support in the implementation of e-Government initiatives throughout project life cycle;
- ix. Involve in solution testing and evaluation as part of quality assurance and control and communicating the deliverables state to the users;
- x. Assist in the collection and consolidation of projects required information and data;
- xi. Prepare and maintain technical and user documentations for various software functionalities;
- xii. Training and support of software users for effective utilization of deployed systems;

1.5.2 QUALIFICATIONS AND EXPERIENCE

- a. Minimum of Bachelor degree in Computer Science, Information Technology, Computer Engineering or related discipline from a recognized institution.
- b. Ability to capture, translate and communicate software business requirements to various project stakeholders
- c. Knowledge in project management;
- d. Working knowledge of various software languages PHP, Java, C/C++, .NET, Python will be added advantage.
- e. Knowledge in containerization and micro services application development approaches.
- f. Knowledge on JSON, XML, and other similar data exchange protocols.
- g. Knowledge on Database Management Systems including MySQL and PostgreSQL.
- h. Practical skills on Object Oriented Design and Analysis (OOA and OOD);
- i. Knowledgeable in Quality Assurance for developed ICT products/services;
- j. Understanding of Software engineering concepts & modelling techniques and methods;
- k. Knowledge in DHTML, HTML5, CSS & CSS3, JavaScript, jQuery and Responsive Web Design will be added advantage; and
- l. Possession of an ICT related certifications (CISA, CRISC, CISM etc.) and/or certification in Project Management (PMP/PRINCE2 etc.) will be an added advantage.

1.6 ICT OFFICER GRADE II (SECURITY MANAGEMENT) - 2 POSTS

1.6.1 DUTIES AND RESPONSIBILITIES

- i. Plan, design, develop and implement ICT security policies, procedures, standards, and guidelines;
- ii. Integration of ICT security into day-to-day ICT operational activities and provision of periodic security reports;
- iii. Installation, configuration and management of security systems/software;

- iv. Provision of security advisory on various security risks, threats and vulnerabilities;
- v. Support, monitor and assess ICT security compliance in the Government;
- vi. Timely handling of ICT security incidents;

1.6.2 QUALIFICATIONS AND EXPERIENCE

- i. Minimum of Bachelor's Degree in Information Technology, Computer Science, Computer Engineering, Computer Security, Software Engineering or equivalent degree from a recognized institution.
- ii. Knowledge of industry ICT Security Management System, cyber security regulatory frameworks and best practices.
- iii. Knowledge of ICT Risk Management.
- iv. Knowledge of Networking, System Administration, Programming and Database Administration.
- v. Knowledge of vulnerability analysis and penetration testing.
- vi. Certification in ICT security field such as CEH, ECSCA, LPT, CISA, CISSP, CISM, OSCP and CSX-CP will be an added advantage.

1.7 ICT OFFICER GRADE II (STANDARDS AND COMPLIANCE) – 2 POSTS

1.7.1 DUTIES AND RESPONSIBILITIES

- i. Plan, design, develop and implement e-Government Standards and Guidelines;
- ii. Monitor compliance to e-Government Standards and Guidelines;
- iii. Coordinate the Preparation of hardware and Software Specifications for e-Government implementation;
- iv. Study and evaluate new global trends in e-Government Standards and Practices;
- v. Plan and execute compliance audit and prepare reports.
- vi. Raise awareness to users on e-Government Standards and Guidelines;

1.7.2 QUALIFICATIONS AND EXPERIENCE

- a. Minimum of Bachelor's Degree in Information Technology, Computer Science, Computer Engineering or equivalent degree from a recognized institution.
- b. Conversant with internal control frameworks/standards such as COSO/COBIT/ISO/IEC 27000 etc.
- c. Knowledge of multiple technology domains including software development, Security, database management, networking, and Operating systems (including UNIX/Linux, Ms Windows, Android, and IOS) is preferred
- d. Knowledge in Information Technology Risk Management/Governance
- e. Knowledge of Auditing is an added advantage.
- f. Knowledge of cyber laws will be an added advantage.
- g. Knowledge of e-Government Standards and Guidelines will be an added advantage.
- h. Possession of recognized Information System certifications such as CISA, CISM, CISSP, CEH, TOGAF and CCNA will be an added advantage.

1.8 ICT OFFICER GRADE II (HELPDESK) - 1 POST

1.8.1 DUTIES AND RESPONSIBILITIES

- i. Develop and implement efficient and effective customer support processes
- ii. Implement proper methodologies to improve first call resolution and technical assistance / support for incoming queries from the Public Institutions
- iii. Conduct analysis of helpdesk activities and make recommendation for increased organizational efficiency and effectiveness
- iv. Co-ordinate collection, analysis, interpretation and presentation of data and statistics;
- v. Design, develop and manage an enhanced reporting structure which ensures the early identification of reported service faults/breakdown/problem and ensure minimum risk to the business;

- vi. Log, maintain and take ownership of issues reported by the Public Institutions and provide the appropriate reporting information.
- vii. Provide first Level ICT Technical Support and ensure fast resolution of queries from Public Institutions in compliance with Client Service charter and Service Level Agreements.
- viii. Maintain reliable and secured network and personal computing environment including hardware and software.

1.8.2 QUALIFICATIONS AND EXPERIENCE

- a. Minimum of Bachelor Degree in Computer Science/ Information Technology/ Computer Engineering or related discipline from a recognized institution.
- b. Strong technical knowledge/ capacity to handle/resolve ICT problems
- c. Strong skills in customer management practices
- d. Ability to plan actions and steps to carry out goals to ensure that the agreed targets are met;
- e. Knowledge of multiple technology domains including software development, Security, database management, networking, and Operating systems (including UNIX/Linux, Ms Windows, Android, and IOS) is preferred.
- f. Knowledge in Data Analytics, statistical data and interpretations;
- g. Knowledge in Quality Assurance for developed ICT products / services
- h. Possession of an ICT related certifications (ITIL, CISA, etc.) and/or certification in Project Management (PMP/PRINCE2 etc.) will be an added advantage.

GENERAL CONDITIONS

- i. All applicants must be Citizens of Tanzania with an age not above 45 years of age except for those who are in Public Service;
- ii. Applicants must attach an up-to-date Curriculum Vitae (CV) having reliable contacts; postal address/post code, e-mail and telephone numbers;
- iii. Applicants should apply on the strength of the information given in this advertisement;

- iv. Applicants must attach their certified copies of the following certificates :-
 - Postgraduate/Degree/Advanced Diploma/Diploma/Certificates;
 - Postgraduate/Degree/Advanced Diploma/Diploma transcripts;
 - Form IV and Form VI National Examination Certificates;
 - **Professional Registration and Training Certificates from respective Registration or Regulatory Bodies, (where applicable);**
 - Birth certificate;
- v. Attaching copies of the following certificates is strictly not accepted :-
 - Form IV and form VI results slips;
 - Testimonials and all Partial transcripts;
- vi. An applicant must upload recent Passport Size Photo in the Recruitment Portal;
- vii. An applicant employed in the Public Service should route his application letter through his respective employer;
- viii. An applicant who is retired from the Public Service for whatever reason should not apply;
- ix. An applicant should indicate three reputable referees with their reliable contacts;
- x. Certificates from foreign examination bodies for Ordinary or Advanced level education should be verified by The National Examination Council of Tanzania (NECTA).
- xi. Professional certificates from foreign Universities and other training institutions should be verified by The Tanzania Commission for Universities (TCU) and National Council for Technical Education (NACTE);
- xii. An applicant with special needs/case (disability) is supposed/advised to indicate;
- xiii. A signed application letter should be written either in Swahili or English and Addressed to Secretary, Presidents Office, Public Service Recruitment Secretariat, **P.O. Box 2320, Utumishi Building at University of Dodoma – Dr. Asha Rose Migiro Buildings - Dodoma.**
- xiv. Deadline for application is **7th July, 2022;**
- xv. Only shortlisted candidates will be informed on a date for interview and;
- xvi. Presentation of forged certificates and other information will necessitate to legal action;

NOTE: All applications must be sent through Recruitment Portal by using the following address; <http://portal.aiira.go.tz/> and not otherwise (This address also can be found at PSRS Website, Click '**Recruitment Portal**')

Released by:

**SECRETARY
PUBLIC SERVICE RECRUITMENT SECRETARIAT**

