1. JOB TITLE: Administrative Assistant

Kigoma, Tanzania, United Republic Of

R8578

With over 70 years of experience, our focus is on helping the most vulnerable children overcome poverty and experience fullness of life. We help children of all backgrounds, even in the most dangerous places, inspired by our Christian faith.
Come join our 34,000+ staff working in nearly 100 countries and share the joy of transforming vulnerable children's life stories!

Key Responsibilities:
MAJOR RESPONSIBILITIES
Activity
Administration **40%**
- Front desk management and exceptional care provision to program visitors.
- Ensure that the program office is kept clean and welcoming.
- Serve as a Centre of information or office information manager by sharing all necessary information to the targeted people(staff) on time.
- Facilitate travel arrangements and accommodations for program staff and visitors.
- Coordinate meetings, events and trainings
- Records keeping and filing i.e. Meetings minutes, attendance sheets, office documents etc

End Results
Professional administrative support is provided

Activity
Program store management: **20%**
- Ensure the program store is well managed.
- Receipt of all program items for proper storage in store.
- Dispatch of requested store items and resources to departmental heads or staff.
- Collecting/compiling departmental resources requests and thereafter share them with PTL for approvals and the GFO for further assistance in purchase.
- Document and ensure all store books are signed such as Store requisition form books, distribution books etc.

End Results

Non-human resources are well stored and dispatched to program staff.

Activity

Human resources assistance **20%**

- Support new and separated staff to sign all necessary forms such as policies, clearance forms etc.
- Facilitate new staff's orientation process.
- Act as a bridge between program staff and P&C department to ensure their concerns are shared and resolved timely.
- Facilitate and compile final P4Ps status at program level.
- Staff wellness support and assistance.
- Fairly engage and disengage program Refugees Incentive Workers at refugee camps as per the SOPs.
- Professionally handle recruitment process of RIWs.
- Support existing staff to sign all necessary forms and documents such as contracts, P4Ps, contact renewal forms.

End Results

Program staff and Refugees incentive workers are supported

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience

- 2 year in HR/HRIS, preferably in a multi-cultural environment.
- At least 2 years' experience in working with International NGOs with relevant community focus
- Willingness to participate in chapel and group devotions; and Commitment to WV Core Values and Mission Statement.

Preferred Knowledge and Qualifications

- Have knowledge of payroll soft wares and HRIS systems.
- Demonstrated ability to work without supervision.
- Strong analytical, planning, organizational and problem-solving skills
- Ability to maintain effective working relationships with all levels of staff
- Sound knowledge of human resources principles and practices and the Tanzania Labour Laws.
- Have a high degree of integrity and ethics to ensure employee information is secure and well protected.
- Excellent communication skills and work well both independently or as members of a team.
- Have the ability to follow complex oral and written instructions.
- Working knowledge of and experience in utilizing and creating databases and spreadsheets.
- Have the ability to develop and maintain effective working relationships with all employees.

Travel and/or Work Environment Requirement

Office based and field visit (Refugees Camps)

Physical Requirements

Should be physically fit

Language Requirements

English and Swahili

KEY WORKING RELATIONS

Contact (within WV or outside WV)

Reason for contact

Frequency of contact

DECISION MAKING
The role may need the job holder to regularly make decisions by set principles

CORE COMPETENCIES
☒ Deliver Results
☒ Build Relationships
☒ Partner and Collaborate

APPLY HERE

2. JOB TITLE: Information Communication & Technology Officer

Kigoma, Tanzania, United Republic Of
R8583

Key Responsibilities:
MAJOR RESPONSIBILITIES
Activity 30%
First point of contact and day-to-day technical support to end users. Regular travel to the field offices to offer ICT support. Responds to Level 1 and 2 support requests via multiple sources such as phone, e-mail and remote tools. Logs call data into the service now system. Interacts with clients in a courteous and professional manner. Provides user access service to business applications Collaborates in the development of service-level objectives and takes steps to meet or exceed targets. Explains service procedures to clients. Follows up in a timely manner to ensure customer satisfaction Play a central role in organizing and executing scheduled ICT clinics and knowledge transfer sessions both at the head office and field offices Ensure computer is set up prior to new hire start date and any related moves. Handle the relocation of computer equipment as a result of office or personnel changes.
Request and setup new user accounts and email accounts (in collaboration with Systems Administrator).
End Results
- WV IT infrastructures and applications are operational and communication systems are up and running as per SLAs through mutual accountability which results in broader achievement.
- Customer trust on how to handle ICT Problems, creates a good organizational culture for our esteemed customers that leads to the good working environment.
- Common understanding of an Organization application.
- Timely service support will make Customers feel valued, listened and cared about their wants and feel comfortable using an organization's applications.
- Security control to unauthorised user of WVT supplications, system and data and provide stewardship environment.

Activity 25%
Participates in deployment of new or upgrade information technology and infrastructure projects, including assisting co-workers and vendor partners. Installs and performs minor repairs to hardware, software, and peripheral equipment, following design or installation specifications. Provides on-going support of client technology Coordinates the deployment of new or upgraded images, software and hardware for multiple clients. Configures and installs desktop PCs, peripheral equipment, laptops and other mobile devices. Follows established procedures for performing configuration changes, updates and upgrades. Provides technical support to meetings that include video conferencing. Diagnoses and resolves client workstation and mobile device hardware and software issues.
Creates temporary solutions until permanent solutions can be implemented.

End Results
- Reduced abrupt failure and standard operating devices. That is, electronic devices (laptop computers, desktop computers, Photocopiers, printers, scanners, routers, switches, horizon mobiles, and other smartphones, etc.) are repaired and maintained
- WV business applications are operational and accessible
- Information technology resources are protected.
- Staff get needed to support timely and systems are operational and accessible
- Good performance of sponsorship, programs, and finance
- Reliable supply of power to all offices
  This will be achieved through unity and trust, wise stewardship, looking outwards and timely truth-telling with love.
- Provision of a fast and secure way to communicate among teams and offices.

Activity 5%
Adheres to the integrity of controls, regulations and guidelines. Ensure data protection and backup of user data with WVT's data server. Reviews operation processes to ensure consistent approval and compliance. Makes recommendations and changes as appropriate. Inform and train users and management in how to adhere to ICT security policies. In case of virus infection clean out affected equipment.
Undertake regular data backups with related data logs sheets and installation of information software in line with WV policies and guidelines
End Results
- Assurance of confidentiality, integrity and availability of ICT systems.
- Reduced abrupt failure and standard operating devices. That is, electronic devices (laptop computers, desktop).
- Readily availability of high integrity data
- Availability of technical support in case of technological change.
- Availability of strong recovery system.

Activity 25%
Monitor network to ensure network functionality and availability to all system users. Configuration of network devices such as Cisco routers, Switches, Cisco Meraki and other devices. Take lead of Local Area Network (LAN) Installation, upgrading and maintenance. Install, maintain, troubleshoot, and repair cabled, wireless and other network infrastructure Work with Internet Service Providers (ISPs) to ensure the Service Level Agreements (SLAs) are

adhered to and outages are reported and escalated in a timely manner with rebate given for downtimes experienced.

Support various productivity tools such as Mobile Phones, WeBex, Skype, portable computer accessories

End Results

- Robust and reliable network with very low latency and downtime and high security to allow successful delivery of quality programs as per WV strategy and policies
- Quick recovery from connectivity outage.

Activity 10%

Tracks performance metrics. Reviews tracking log to identify recurring problems, or problems affecting a large number of clients. Participates in integration and user acceptance testing. Manage the customer satisfaction surveys in conjunction with the Customer Service Lead Analyze and report the recommended improvements resulting from the customer satisfaction survey. Creates, modifies and reviews documentation of issues resolutions. Develops and delivers documentation to ensure appropriate end-user support. Develops and documents procedures for performing configuration changes, updates and upgrades. Manage the inventory of Computer Asset equipment to ensure the timely entry in the inventory database, monitor movement, withdrawal, reporting and reconciliation with Accounting Department records

End Results

- Reduced recurring problems that can affect a large number of clients. Wise stewardship on entrusted resources will improve ministry efficiency and effectiveness.
- Proper allocation and availability of resources (Asset Inventory).
- Proper asset Management.

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience

- At least two year's working experience in a networking/telecommunications environment
- *ITIL Certification is preferred.*
- *CCNA Certification is preferred.*
- *MCP Certification is preferred.*

Required Education, training, license, registration, and certification

- *Bachelor's degree/Advanced Diploma in Information Technology, Computer Science, Computer Engineering or relevant field from a recognized university.*

Preferred Knowledge and Qualifications

- Good working knowledge of telecommunications technologies (wireless networks) and Network Architectures for both Local Area Networks and Wide Area Networks
- Excellent working knowledge of Internet technologies, including: TCP/IP suite of protocols; Internet security; Internet routing)
- Good working knowledge of Microsoft Windows Operating Systems configuration and administration
- Good working knowledge of office automation applications (Microsoft Office) and Lotus Notes
- Excellent communication and inter-personal skills. Must be able to work in a multi-cultural environment
- Excellent analytical, problem solving and negotiation skills

- Customer-focused. Must demonstrate a strong willingness to meet the customer's needs while balancing the organization's needs and priorities
- Demonstrates eagerness and aptitude for acquiring necessary technical knowledge, skills and judgment to accomplish a result or to serve a client's needs effectively
- Excellent time-management skills. Able and willing to meet deadlines.
- Ability to work in, and contribute to, team building environment
- Must be willing to travel to various locations in Tanzania, and to live under harsh conditions
- Must be able to speak, understand and write fluent English

KEY WORKING RELATIONSHIPS
Contact (within WV or outside WV)
Reason for contact
Frequency of contact
IT Manager:
Direction, supervision, Strategic guidance, leadership and consultation.
IT Systems Administrator:
Strategic/operational guidance and professional development support.
Help Desk Admin
Handling customer requests and complaints.
IT Network Administrator:
Joint planning. Consultation and professional development.

CORE COMPETENCIES
☒ Deliver Results

☒ Be Accountable

☒ Improve and Innovate

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