



1. JOB TITLE: IT Officer

Position Information

Employment category: Grade H

Reporting to: Supply Chain Manager

Technical line manager: Supply Chain Manager

Direct reports: N/A

Unit/department: Supply Chain

Location: Kibondo/Kasulu

Expires: **21 Jun 2023**

Overall purpose of the role:

Responsible for the day-to-day management of the IT infrastructure while supporting improvements in DRC's IT sector. This includes assistance in providing technical support and planning support to future initiatives to increase the in-country capacity, security compliance, patch management, asset management and disposal.

Main Responsibilities:

- Planning, designing, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications and domains.
- Make recommendations for new equipment and services to purchase and works with various vendors for procurement liaising with the procurement and logistics manager.
- Assist in the organization and inventory of all hardware and software resources.
- Support with the setup and installation of new laptops/ PC's for users and test configurations prior to installation.

- Log tickets in the Service desk system for calls, requests, enquiries and incidents; allocate to the responsible personnel; and ensure that all issues are resolved and all tickets are closed.
- Provide technical support to all program and support staff and troubleshoot both software and hardware issues by performing root cause analysis.
- Provide Internet Protocol (IP) network support and troubleshoot network issues
- Monitor the internet connection and bandwidth ensuring that Service Level Agreements are adhered to.
- Monitor the availability and quality of the network connection at Bases and camp offices on a daily basis.
- Provide technical support on application software used by the programs.
- Monitor, plan, and coordinate the distribution of client/server software and service packs.
- Support set up and training for cloud storage systems – One Drive and SharePoint.
- Provide secondary support in scheduling, monitoring, and logging server backups on a daily basis.
- Safeguard DRC data, ensure compliance to all DRC IT policy standards such as IT security protocols, social media use.
- Carry out assessments on the IT asset quality, provide maintenance and recommendations on replacements.
- Assist with the procurement specifications, installation, configuration and updating of hardware and software such as memory, network cards, adapter cards and printers.
- Provide support in the management and disposal of IT assets and prepare the relevant documentation.
- Train Program staff on IT matters as required. Implement capacity building plan, including budget, in participatory way, which should include various methodologies, including mentoring, training and advice.
- Provide secondary support for the Dynamics system.
- Prepare reports on specific projects undertaken.
- Develop technology solutions upon request for the Program.
- Initiate all procurement requests for IT devices
- Manager IT services contract, payment preparation and timely contract renewal for all IT services.

Reporting

- Monthly IT status

About you

In this position, you are expected to demonstrate DRC's five core competencies:

- *Striving for excellence:* You focus on reaching results while ensuring an efficient process.
- *Collaborating:* You involve relevant parties and encourage feedback.
- *Taking the lead:* You take ownership and initiative while aiming for innovation.
- *Communicating:* You listen and speak effectively and honestly.
- *Demonstrating integrity:* You act in line with our vision and values.

Qualifications and Experience

- Minimum 5 years' experience in IT field in a busy work environment with INGOs.
- Strong work ethic with high integrity and transparency
- Ability to work under pressure and deliver on tight deadlines.
- Strong skills and experience in using ERP system.
- Strong communication and feedback skills.
- Team-oriented.

Education

- Bachelor's degree in Information and Communication Technology (ICT), Computer Science or related field

Languages:

- English (Fluent, written and spoken)
- Swahili (Fluent, written and spoken)

Competency profile

- Compliance and Detail-oriented
- Strong team player
- Excellent interpersonal skills, culturally sensitive and adaptable
- Flexible, enthusiastic and willing to learn from others
- Understands humanitarian issues in Tanzania, and the region
- Willing to travel to project sites in Tanzania

[Apply now](#)

2. JOB TITLE: Supply Chain Officer (Procurement)

Position Information

Employment category: Grade H

Reporting to: Supply Chain Manager

Technical line manager: Supply Chain Manager

Direct reports: N/A

Unit/department: Support Services

Location: Kibondo/Kasulu

Overall purpose of the role:

The Supply Chain Officer will ensure efficient and effective procurement of supplies, services and works providing value for money and in compliance to best practices as per DRC Supply Chain Operations Handbooks and donor regulations.

Main Responsibilities:

- Responsible for execution of procurement activities in a timely manner achieving value-for money while fully compliant to DRC and relevant donor procurement procedures and regulations.
- Receive PRs once approved in DRC Dynamics, review specifications before issuing RFQs, complete the procure to pay process in Dynamics ERP.
- Raise Purchase Orders and draft contracts with clear specifications on supplies/services/works ordered for and ensure the relevant appendices are referenced to and attached.
- Crosscheck that requestors select the purchase agreements item number for all items under Framework agreement and follow-up tracking on procurement spending under Purchase Agreements and Long-term contracts.
- Ensure tracking of all service contracts issued by the country programme including lease agreements, security services contracts, internet service and Insurances.
- Work closely with the warehouse unit informing them of the supply pipeline, and ensure requestors verify supplies at delivery time. Follow up on timely delivery of supplies ensuring the items meet approved requestor specifications.
- Support in ensuring adherence to procurement plans by working closely with relevant budget-holders and supply chain Team Leader. Help to build capacity and compliance skills of non procurement staff.
- Participate and support internal and external audits ensuring required information and documents requested are ready for submission to auditors.
- Excellent liaison, communication, and facilitation skills. Engage with relevant authorities for processing of camp entry permits.
- Observe the DRC Code of Conduct and DRC's Anti-Corruption Policy and ensure any potential conflicts of interest are promptly raised and reported.
- Filing and archiving of documents on SharePoint following proper file naming protocol.

Reporting

- Weekly PR/PO Tracker status report
- Inventory report for Office and Compound supplies

About you

In this position, you are expected to demonstrate DRC's five core competencies:

- *Striving for excellence:* You focus on reaching results while ensuring an efficient process.
- *Collaborating:* You involve relevant parties and encourage feedback.
- *Taking the lead:* You take ownership and initiative while aiming for innovation.

- *Communicating:* You listen and speak effectively and honestly.
- *Demonstrating integrity:* You act in line with our vision and values.

Qualifications and Experience

- Minimum 5 years' experience in procurement and logistics function in a busy work environment with an INGO.
- Familiar with donor procurement guidelines; UN Agencies, UNHCR, DANIDA, FCDO, USAID, ECHO
- Strong work ethic with high integrity and transparency
- Ability to work under pressure and deliver on tight deadlines.
- Strong skills and experience in using ERP system.
- Strong communication and feedback skills.
- Team-oriented.

Education

- Bachelor's degree in Procurement and Logistics or Supply Chain Management.
- Certificate in Humanitarian Logistics and Supply Chain Management
-

Languages:

- English (Fluent, written and spoken)
- Swahili (Fluent, written and spoken)

Competency profile

- Compliance and Detail-oriented
- Strong team player
- Excellent interpersonal skills, culturally sensitive and adaptable
- Flexible, enthusiastic and willing to learn from others
- Understands humanitarian issues in Tanzania, and the region
- Willing to travel to project sites in Tanzania

[Apply now](#)

3. JOB TITLE: Supply Chain Team Leader (Logistics and Fleet)

Position Information

Employment category: Grade G

Reporting to: Supply Chain Manager

Technical line manager: Head of Support Services

Direct reports: N/A

Unit/department: Support Services

Location: Kibondo/Kasulu

Overall purpose of the role:

Day to Day Management of team and providing coordinated and strategic inputs for supply chain functions (Warehousing, Logistics, Fleet, Office and Asset Management) to ensure the smooth running of support functions to meet the program needs in line with the DRC Operations Handbook, donor and government rules and regulations.

Geographic scope: Tanzania-Kigoma Region

This role has a focus on Tanzania and ensures compliance to DRC procedures and guidelines within the country. The role contributes to the development of country strategies, which are translated into action plans and day-to-day tasks. The role provides support and/or technical guidance to country operations while overseeing country activities.

Main Responsibilities:

General Management

- The SC TL oversees the day-to-day management of a team of 30 staff composed of Fleet, Warehouse, maintenance, IT, guards and cleaners, based in the DRC offices as well as based in Nduta and Nyuragusu refugee camps
- Ensuring all staff have clear work plans, work efficiently, are clear on required tasks and report back on their work frequently
- Conduct monthly meetings with all relevant support services staff either in person or online.
- Ensure support services staff communicate clearly, pro-actively with relevant stakeholders including suppliers and colleagues
- Conduct ongoing staff performance appraisals leading to annual appraisals using DRC's systems, development of team capacity building plans and individual development plans as appropriate.
- Build the capacity of team, developing and implementing guidance, on the job training and supervision,
- Working in a structured manner, planning, filing, communication, being pro-active and responsive, ensuring supply chain staff see themselves as an internal service provider to the overall operations
- Ensure observance of the DRC Code of Conduct within the team and suppliers, ensuring that staff in the department fully understand what corruption is and are trained at least once a year on the detail of the Code of Conduct and anti-corruption measures

- Develop and support a team spirit and ensuring smooth team working between support and program teams.

Logistics - FLEET

- Manage Team to ensure effective vehicle assignment, ensuring fuel and passenger efficiency, prioritisation of movements
- Monitor and train drivers to ensure compliance with DRC SOPs.
- Monitor Fuel supply for vehicles and reporting
- Manage Drivers Rosters to ensure that they get a day off to rest
- Oversee Vehicle service monitoring
- Bi-monthly meetings with all drivers
- Monitor the contract of rental cars and request the renewal of contract if necessary.
- Plan and follow up with UNHCR for the fuel supply, repair and replacement of vehicles
- Monitor and track all the vehicle movement when they are in the field and when travelling to other locations such as; Kigoma and Mwanza etc.
- Monitoring insurance of all DRC vehicles and renew upon expiry
- Ensuring proper archiving of all log sheets and fuel supply documents for reference.
- Liaise with Programme Support to ensure joined up logistics for all travel by air.
- Provide monthly comprehensive country reports on fleet management (costs) to SMT and UNHCR.

Assets management

- Ensure compliance and implementation of Operation Handbook volume on Assets and Equipment Management (including all updated policies on DRC intranet) across all field offices
- Asset register tracking. This is to ensure that all equipment issue to DRC Tanzania staff is recorded in the master asset register and updated with all the information.
- Provide monthly comprehensive country reports on inventory/assets to SMT
- Ensuring asset tagging and updating of details in DRC Dynamics
- Conducting biannual physical inventory of asset and equipment
- Ensuring timely sharing of asset reports as per DRC and Donor requirements
- Manage the disposal of obsolete asset as per DRC and Donor SOP.

Warehouse Management

- Ensuring full compliance on inventory management
- Ensuring adherence to safety and security standards across all warehouse premises
- Conducting physical inventory checks, monthly or regular checks.
- Manage Warehouse and stocks Management team
- Provide monthly comprehensive country report on warehouse inventory to SMT (list and stock value in hand)
- Provide guidance in disposal methods for unused or expired commodities (broken, expired etc.)
-
- Site supervision and security management
- Supervise repair and maintenance of office building, furniture, and equipment, office generator and fuel.

- Managing guards, cleaners, and contracts with 3rd parties where applicable. Supervise guard and cleaner rosters, training.
- Conducting a monthly review of the compound safety arrangements, including checking quantities medical, fire suppression equipment, and hibernation stocks.
- Conduct refresher training on relevant SOPs with office staff including Guards
- Responsible of inventory and equipment in DRC premises (Main office, international staff houses and RC guest house)
- Daily, weekly and monthly supply of water and power of DRC premises.
- Daily and weekly accommodation status checkups with cleaners
- Responsible of a basic supply for DRC office, accommodation and guest house and request for re-order or replenishment
- To monitor the guards and ensure that they come to work and get a day off. And also that they have the necessary tools to perform such; torch light, whilst, raincoat, gumboot, ledger book for movement recording, etc....

Planning and strategy

- Participate in BFU meetings and manage relevant budgets/forecasts for relevant functions e.g. maintenance, fuel, driver travel.
- Ensure that annual planning for supply chain is done including the setting and meeting of targets ensuring these targets are closely aligned with programmatic needs
- Ensure that resource mobilization is realistic and meets the needs of support functions, using the operations budget to input into proposals
- Representation
- Build and maintain strong relations with external stakeholder where this relates to Support Services. This includes with suppliers, relevant governmental bodies, UNHCR and its logistics partner.
- Deputise for SCM where necessary

About you

In this position, you are expected to demonstrate DRC's five core competencies:

- *Striving for excellence:* You focus on reaching results while ensuring an efficient process.
- *Collaborating:* You involve relevant parties and encourage feedback.
- *Taking the lead:* You take ownership and initiative while aiming for innovation.
- *Communicating:* You listen and speak effectively and honestly.
- *Demonstrating integrity:* You act in line with our vision and values.

Qualifications and Experience

- At least 5 years' experience in Supply Chain functions in a Humanitarian context
- At least 3 years' experience with people management/ team leader or supervisor role
- Knowledge of project cycle management
- Knowledge of supply chain management especially logistics and Asset management
- Knowledge of budget cycle and monitoring processes
- Knowledge of key donor policies and compliance procedures, like UNHCR, Danida
- Experience working with DRC Dynamics or a similar ERP system

- Full professional proficiency in English and Kiswahili
- Excellent communication skills – both oral and written

Competency profile

- Compliance and Detail-oriented
- Strong team player
- Excellent interpersonal skills, culturally sensitive and adaptable
- Flexible, enthusiastic and willing to learn from others

Education

- Bachelor's degree in relevant sector and field experience.

Competency profile

- Compliance and Detail-oriented
- Strong team player
- Excellent interpersonal skills, culturally sensitive and adaptable
- Flexible, enthusiastic and willing to learn from others
- Understands humanitarian issues in Tanzania, and the region
- Willing to travel to project sites in Tanzania

[Apply now](#)