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CAREER WITH BRAC TANZANIA FINANCE LIMITED.

BRAC TANZANIA FINANCE LIMITED (BTFL) is the largest Microfinance organization in Tanzania with a mission to responsibly provide a range of financial services to people at the bottom of the pyramid. We particularly focus on women living in poverty in rural and hard-to-reach areas to create self-employment opportunities, build financial resilience, and harness women's entrepreneurial spirit by empowering them economically.

BRAC Tanzania Finance LTD is seeking applications from competent, dynamic, and self-motivated individual to fill up the following position.

Position (1): IT SERVICE DELIVERY MANAGER.
Job Location: Country Office, Dar Es Salaam

MAIN JOB RESPONSIBILITIES:

- Primary custodian of BTFL's Service Desk tool and ensures effective use of the tool throughout the organization.

- Designs and maintain a set of agreed performance dashboards of IT service delivery to all BTFL offices.

- Works to ensure execution of regular Customer Satisfaction surveys regarding IT services delivery and takes necessary steps with Head of IT to address areas of concern or weakness.

- Manages all incident escalations from branches, with primary responsibility for keeping the IT Head abreast with progress on resolution.

- Oversees the documentation and application of sound and up to date IT principles and compliance with IT policies, standards, and procedure.

- In charge of drafting and improvement of ITSM process, policies, and governance to be adopted by BTFL.

- Monitors Service Level Agreements with IT service partners and regularly report service delivery performance to the Head of IT.

REQUIRED SKILLS/ CAPACITY:

- Must have proven leadership skills and strategic planning capability.
- IT Service Management: Familiarity with ITIL (Information Technology Infrastructure Library) best practices for service management and service level agreements (SLAs). Must be ITIL-certified.

- Change and Project Management: Experience in Managing IT changes, upgrades, and projects, including planning and execution.
- Vendor Management: Skill in managing relationships with third-party vendors and service providers, monitoring performance and adherence to contracts.
- Technical Troubleshooting: Proficiency in addressing and resolving complex IT issues and incidents, often under pressure.
- Risk Management: Ability to identify and mitigate IT-related risks, develop disaster recovery plans, and ensure business continuity.
- Regulatory Compliance: Understanding of financial industry regulations and compliance standards

EDUCATIONAL REQUIREMENTS AND EXPERIENCE

- Bachelor's degree in computer science or information technology, or a related field.
- Experience in IT Operations and Service delivery in medium to large organization.
- At least 5 years in IT service delivery, including incident and problem management, service level agreements (SLAs)
- Master's degree in computer science is an advantage.

EMPLOYMENT TYPE: CONTRACTUAL

If you feel you are the right match for the above-mentioned position, please follow the application instructions accordingly:

Candidate needs to email their CV with a letter of interest mentioning educational grades, years of experience, current and expected salary recruitment.tanzania@brac.net

Only complete applications will be accepted, and shortlisted candidates will be contacted.

Application deadline: 9th November 2023

BRAC is an equal opportunities employer.