EMPLOYMENT OPPORTUNITY

ORGANIZATIONAL BACKGROUND:
CARE is a leading humanitarian organization dedicated to fighting poverty and social injustice and places a particular emphasis on women and girls, their dignity and empowerment to lead their communities out of poverty. CARE began working in Tanzania since April 1994, in response to the crisis in Rwanda and the subsequent influx of refugees into the Kagera Region of North-western Tanzania. Over the subsequent years, CARE Tanzania developed innovative education, health, microfinance, and environmental programs across most regions of the country. In Tanzania CARE works with the Government both in mainland and Zanzibar and other stakeholders to transform communities and ensure financial inclusion and independence, health and nutrition, climate-smart development resilience, especially for women and girls.

CARE Tanzania seeks to recruit a self-motivated, results driven, dynamic, suitably qualified, competent and dedicated Tanzanian to fill the ICT and Digital Solutions Coordinator position.

POSITION TITLE: ICT and Digital Solution Coordinator
REPORTS TO: Director of Administration and Operations
LOCATION: Dar-es-salaam

JOB SUMMARY
The ICT digital Solution Coordinator ensures that the function continuously delivers ICT services as agreed with internal and external clients in time and within budget. The position provides operational leadership for all the ICT management functions and influences use of technology as a strategic tool for project performance to help CARE Tanzania achieves its objective. The position ensures that CARE operations in all offices are technologically secure, provides privacy and transparency in the use of the data collected and stored in CARE managed (on-line) systems and in devices.

The ICT and Digital Solutions Coordinator works within the CUSA ICT team driving the use of technology in the organization, providing effective IT systems, helping develop and implement IT standards and policies, and providing technology support and solutions to meet the needs of the organization. The position will manage the technology infrastructure for the Country Office including the management of software applications and hardware infrastructure that support ICT operations. The position is required to ensure that all users always have access to all ICT productivity tools available for their use.

The ICT digital Solutions Coordinator works closely with both Program Support and Program staff in the country office and Eastern, Central and Southern Africa (ECSA) Regional Support office in Nairobi to achieve the strategic and operational goals of the organization.

KEY RESPONSIBILITIES AND TASKS
As part of ICT and Digital Solutions Coordinator's job, s/he is required to ensure that all users have always access to all ICT productivity tools available for their use. Other duties include: -

- CARE offices operate smoothly: ICT infrastructure and equipment meet agreed targets, ICT services are effectively and efficiently delivered, in supporting the timely and cost-effective implementation of CAREs programs.
- ICT property and asset management installation and maintenance: ICT hardware, software and peripheral component are timely available for effective usage; CARE continuously reduces the ICT costs and manages its ICT properties and ICT assets efficient and effective without jeopardizing the agreed service levels.
- Systems Administration and User Account Management: CARE staff can access CAREs network systems according to CARE's policies and procedures.
- Data storage, backup plan and recovery procedures: CARE has continuous access to safely stored, reliable and up to date data.
- Helpdesk services: CARE staff are continuously supported to always use the systems.
- Capacity building services: CARE staff use key ICT network systems, programs and applications functionalities effective and efficient to enhance value for money.
- Inform management on website statistics: usage and traffic levels.

- Compile data and prepare quarterly/annual report on Carbon Footprint.
- Compile survey data and summarize results.
- Timely preparation of ICT management reports and all required ad-hoc reports (e.g. to comply with audit demands)
- Ensure program staff understands the breadth and depth of ICT opportunities for enhancing their projects) input, output, outcome, impact and cost- effectiveness.
- Provide technical advice to the programme teams on tools and technologies (ICT4D) that can be adapted to improve and increase impact in programming.
- Support project transformation to digital approaches (when conducting and implementing field work)
- Ensure all project data is centralized, secured and protected, improve data preservation, consistency and agility in order to bring cost effective and yet impactful programming.
- Provide technical advice to the programme teams on tools and technologies (ICT4D) that can be adapted to improve and increase impact in programming.
- Procured ICT goods and services meet agreed targets and procurement services are effectively and efficiently delivered, in supporting the timely and cost-effective implementation of CAREs programs.
- Ensure the ICT related goods and services procurement plans and additional procurement requests meet the agreed quality criteria and are timely delivered.
- Ensure ICT items and services are procured in time and in line with the organization's requirements and agreements.
- Ensure timely contracting for ICT related services such as hosting of websites.
- Ensure timely payment of bills of ICT related services (internet, licences etc.)
- Ensure all ICT and digital related contracts, MoU and Agreements are legally sound.
- Perform data backup according to disaster recovery plan and procedures.
- On timely basis test-run disaster recovery plan
- Make users aware of different backup and restoration procedures and give appropriate guidance to first time users of backup devices.
- Administer secure data backups to a central repository.
- Managing users access to the shared storage through access controls on Active Directory
- Setup users access to the shared storage through access controls in Active Directory
- CAREs on-line and digital presentation of information confirms/increases its image of meeting high standards.
- Ensure that information is continuously available and easily and fast accessible from up-to-date commonly used electronic devices as per the ICT standards.
- Ensure received content is timely published through the website.
- CAREs website is continuously available and easily and fast accessible from up-to-date commonly used electronic devices.
- Continuously enhance the website user experience, within budget limits, by applying emerging technologies and services.
- Ensure the web server is running efficiently and securely.
- Provides technical support to Human Resources, Finance, MEAL, Administration and other departments in managing the web-based systems/tools for day-to-day operations.
- Support users to run scheduled reports and create reports as needed.
- Keep an up-to-date copy of the in-country service catalogue.
- Plan, organize, direct, control and coordinate with external vendors to implement ICT projects and meet ICT project milestones, objectives and deliverables within agreed timeframes and budgets.
- Perform Other Duties as Assigned by the supervisor.

EDUCATION QUALIFICATIONS:
- Bachelor of Science in Computer Science/Information Technology or its equivalent
- Network Certifications – (Networking Essentials, N+), Comptia A+ certification.
- User Administration – Microsoft Intune, Okta Administration.
- Certification in Microsoft Certified Systems Engineer (MCSE)
- Cisco Certified Network Associate (CCNA) certification and knowledge of IT Service management frameworks like Information Technology Infrastructure Library (ITIL) will be an added advantage.

EXPERIENCE AND SKILLS:
- Minimum Five (5) years relevant experience within the ICT technical field
- Minimum 4 year's experience of hands-on knowledge of CISCO network devices
- Minimum 4 year's experience in Administration, setup and troubleshooting in network environment, including multiple networks.

- Previous experience in the administration of Windows Server Office 365 Support Skills, including license management, Outlook, Teams, SharePoint, and OneDrive setup.
- Experience or knowledge of VLANs monitoring and management; Knowledge of bandwidth monitoring and management; Wireless networking; Troubleshooting technical problems and ensuring availability of network resources.
- Experience and knowledge of Web-based and Mobile application solutions.
- Minimum 4 years' experience working with Administration of Integrated Financial Information system, Payroll system and Human Resources Management Information System
- Minimum 4 years' experience implementing ICT4D in programming.
- Experience working with culturally diverse team and supporting geographically dispersed teams.

TECHNICAL COMPETENCIES:
- Excellent knowledge of Information and Communication technology at least Microsoft Windows 2012 server, Microsoft Azure including experience in best practice monitoring, troubleshooting and resolving problems.
- At least Microsoft Office 2019; Software and hardware installation and troubleshooting.
- Excellent knowledge of SharePoint and OneDrive.
- Have knowledge in software programming (HTML, CSS, PHP, JavaScript, ASP), DBMS (MSSQL Server and MySQL and graphics as well as CMS
- Strong IT related project management with experience in Agile
- Ability to build relationships with a range of technical and non-technical stakeholders.
- Analytical skills and problem-solving skills.
- Be creative and imaginative.
- Be able to adapt, learn and pick up new techniques.
- Understand international web standards, cybersecurity, Internet applications and protocols.
- Excellent written and oral communication skills, with a fluent writing style and good knowledge and practical use of both English and Kiswahili

MODE OF APPLICATIONS:

Only a letter of application and updated CV including names of at least 3 reputable referees from previous jobs (preferable line Managers) with reliable contacts should be sent by email to **Human Resources Department TZAHumanResourcesDepartment@care.org** by CoB, **19th April 2024 at 1700hrs. The applicants should clearly state the Job title applied for in the subject line of the email.** Only shortlisted applicants will be contacted.

CARE is an equal opportunity employer promoting gender, equity and diversity. Female and people with disability candidates are strongly encouraged to apply. Our selection process reflects our commitment to the protection of children and vulnerable adults from abuse.