# JOB TITLE: IT Officer

**On-site**DCP - Finance & ITFull timeTZ-IT-151122

Mtwara, Mtwara Region, Tanzania, United Republic of

**Job Overview**

Dangote Cement Limited Tanzania (DCLT), a subsidiary of Dangote Cement PLC Nigeria, seeks a forward-thinking IT Service Delivery Officer to join our growing team. This role goes beyond traditional IT support. You will provide comprehensive IT service delivery and user support across the plant, depots, and Dar office. You will be responsible for:

- Monitoring and maintaining the DCP-TANZANIA computer systems. • Installing and configuring hardware, software, and networks.
- Troubleshooting and resolving technical problems.
- Managing the Freshservice service desk as the central hub for all service requests, issues, and changes. We are seeking a candidate who comprehends the dynamic IT landscape and can significantly contribute to Dangote IT in Tanzania, with the following key attributes:
- Business Acumen: Translate user needs into impactful IT solutions that support business objectives.
- Data Expertise: Leverage reporting tools like Power BI and business analytics in Excel to generate insightful reports and interactive dashboards.
- Customer Focus: Deliver exceptional technical support with a focus on user satisfaction.
- SAP Proficiency: Provide comprehensive support for SAP applications used in the manufacturing environment.
- Emerging Technologies: Embrace cutting-edge technologies like generative AI with CoPilot to enhance efficiency.

**Responsibilities and Key Duties**

- Install and configure Windows Server environments, client operating systems, network infrastructure, and desktop applications to support Dangote's IT ecosystem.
- Respond promptly to service requests and technical issues, adhering to SLAs and escalating when necessary.
- Provide exceptional technical support across the company (in-person, phone, or MS Teams).
- Set up new user accounts, ensuring proper access and permissions.
- Repair and replace equipment as needed, minimizing downtime.
- Test and implement new technologies and applications to optimize performance.
- Develop and deliver user training on IT systems, including Power BI and data analysis tools.
- Maintain an accurate and up-to-date IT asset inventory.
- Perform data manipulation using SQL and generate informative reports using Power BI and business analytics tools like Excel to support decision-making.
- Contribute to the successful implementation and support of SAP applications in the manufacturing environment.
- Stay updated on emerging technologies like generative AI (especially Microsoft CoPilot) and explore potential applications within Dangote.
- Perform other duties as assigned by the Supervisor or IT Manager.

## Requirements

**Technical Competence and Work Experience**
• Bachelor's degree in information technology or a related field.

• At least 3 years of experience in IT service delivery and support.

• Strong working knowledge of SAP applications in a manufacturing environment.

• Proficiency in Microsoft Office 365 applications.

• Working knowledge of ITIL compliant service management tools (Freshservice).

• Excellent problem-solving and analytical skills.

• Outstanding customer service skills with a focus on building positive relationships.

• Strong written and verbal communication skills.

• Ability to learn new technologies quickly and adapt to a dynamic IT environment.

• Business acumen understanding the link between IT solutions and business objectives.

• Working knowledge of reporting tools like Power BI and business analytics (Excel).

• Interest in exploring and adopting emerging technologies like generative AI.

## Benefits

- Personal Health Insurance
- Pay Off Time
- Training and Development

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