Job Description: IT Officer

Position	Location	Reporting	Start Date
IT Specialist	Arusha/Dar es salaam	Managing Director	November 2024

About Anza

Anza is a Tanzanian organisation that provides entrepreneurs with the capacity, capital, and community they need to thrive via the Anza Accelerator, Growth Fund and Anza Hub spaces. Our services assist entrepreneurs to strengthen their operations, increase profitability, and scale their social impact to create more jobs and improve access to underserved markets. Anza is also actively engaged in shaping and maturing the Tanzanian innovation and entrepreneurial ecosystem.

In addition to selling our services directly to entrepreneurs, Anza also provides business development services to entrepreneurs connected to our partner organisations, such as MEDA, CARE, UNCDF, Funguo, Aga Khan Foundation and Dorcas Foundation as they also share our belief in supporting entrepreneurs. Anza has offices in Arusha and Dar es Salaam

About the Role

Anza Entrepreneurs is seeking a proactive and skilled IT officer to manage, maintain, and enhance the organisation's digital platforms and websites, including the **Anza website** and the **PesaTech website**. The successful candidate will also oversee platforms such as **Google Workspace**, **Anza Management Platform**, and the **Anza Marketplace**, ensuring smooth operation, security, and optimization. This role involves troubleshooting technical issues, supporting staff with digital tools, and playing a key role in Anza's digital strategy.

Key Responsibilities:

- **Website Management & Maintenance:**
  - Oversee the Anza and PesaTech websites, ensuring they are secure, up-to-date, and running efficiently.
  - Perform regular content updates, optimise site performance, and troubleshoot issues across both websites.
  - Ensure compatibility across browsers, devices, and platforms, and collaborate with the Communications team for timely updates.

- **Platform Support:**
  - Manage and maintain key digital platforms including **Google Workspace**, **Anza Management Platform**, and **Anza Marketplace**.

- Provide technical support and training to staff using these platforms, ensuring smooth and efficient usage.
- Ensure data integrity, security, and backup across platforms, resolving any technical issues.
- Ensure adoption and usage of Anza Management platform and Anza Marketplace
- Updating the platform to capture wide needs of the Organisation.

- **System Optimization & Security:**
  - Conduct regular security checks on all platforms and websites to protect against unauthorised access and cyber threats.
  - Implement protocols for data security and recovery across websites and digital platforms.
  - Monitor platform and website performance, optimising loading speeds and reducing downtime.

- **Technical Troubleshooting:**
  - Diagnose and resolve technical issues related to websites and digital platforms.
  - Act as the main point of contact for any technical problems that arise with websites or platforms, providing timely solutions.

- **Collaboration & Staff Support:**
  - Collaborate with the Communications and Operations teams to ensure that Anza's digital strategy is aligned with organisational goals.
  - Provide staff with training and support on Google Workspace, Anza Management Platform, and Anza Marketplace as needed.

- **Innovation & Improvement:**
  - Stay up-to-date with the latest technology trends, and recommend improvements to Anza's digital platforms and websites.
  - Propose and implement redesigns, new features, or functionality improvements as required to ensure digital excellence.

Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience managing websites and digital platforms, including Google Workspace (Attach relevant projects or works you have conducted)
- Strong knowledge of website development languages such as HTML, CSS, JavaScript, Laravel, MySQL and CMS platforms like WordPress, and Github

- Experience managing CRM systems, cloud services, and marketplace platforms.
- Understanding of web hosting, domain management, and website security best practices.
- Excellent problem-solving skills, with the ability to troubleshoot a range of technical issues.
- Strong communication and interpersonal skills, with experience providing training to non-technical staff.
- Ability to work both independently and as part of a collaborative team.

Preferred Skills:

- Experience managing platforms like Google Workspace, CRMs, and/or online marketplaces.
- Knowledge of data security protocols, SEO, and GDPR compliance.
- Familiarity with project management tools and collaboration platforms (e.g., Trello, Slack, Asana).

How to Apply:

Interested candidates should send their CV and a cover letter detailing their qualifications and experience to hr@anza.co.com or visit https://anzaentrepreneurs.co.tz/it-specialist/ by **20th October 2024**. Only shortlisted candidates will be contacted.