



1. JOB TITLE: IT Specialist (Information & Technology)

Region: Africa

Country: Tanzania

Workplace: Kibondo

Contract type: National contract

Deadline: 13 Dec 2024

Founded in 1956, The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organization providing direct assistance to conflict-affected populations – refugees, internally displaced people (IDPs) and host communities – in more than 40 countries around the world. DRC has been implementing emergency response projects in Tanzania since the onset of the Burundi refugee crisis in 2015 in three refugee camps in the Kigoma Region at the border with Burundi. DRC's integrated projects for refugees, asylum seekers and host communities comprise sectors such as Camp Coordination and Camp Management (CCCM), Protection (CBP, PSN, GBV, CP and Legal), Shelter and infrastructure, and Economic Recovery.

Overall purpose of the role:

Responsible for the configuration, implementation, and maintenance of all IT technologies with a focus on efficient setup, maintenance and administration of all DRC hardware, software and local networks. Ensure accessible and high-quality IT support and training to users, while continually assessing and identifying the most appropriate IT solutions to meet the organization's changing needs.

Responsibilities:

Technical Support

- Ensure DRC's internet set up is supporting all the DRC staff internet needs in all locations where DRC has permanent offices
- Develop and implement clear standard operating procedures for the delivery of IT support services
- Act as the primary focal point for troubleshooting IT-related issues faced by staff, including provision of both remote and on-site support
- Assess all existing hardware, software and local networks to ensure appropriateness, standardization and fitness for purpose. This entails monitoring support trends, proactive identification of solutions and the development of relevant training courses to ensure all staff make best use of available IT technologies in line with the organization's IT policies
- Manage IT service outages by ensuring timely notification and instructions to affected staff
- Oversee day-to-day technical relationships with internet services providers and any other technology providers.

Networking / Internet Support

- Standardize and optimize local networks across offices, including the installation and management of hardware and software. Management of the networks system performance monitoring and tuning, as well as setting up and monitoring the restriction of non-business sites during work hours.
- Oversee and monitoring software and network security, bandwidth (in accordance with the internet service provider's contracted service), and bandwidth utilization.
- Provide troubleshooting for connectivity or performance issues.

Security/Backup Administration

- Ensure regular, centralized backups of user data
- Ensure antivirus software is installed and up to date on all relevant IT devices
- Manage user accounts and permissions in accordance with DRC's IT policies

Server Operations and Administration

- Manage and monitor all aspects of the design, installation, implementation, and monitoring of the Enterprise Directory Services (Active Directory) as well as firewalls, Domain Name Servers (DNS), DHCPs, and Mail relays
- Provide full range of technical assistance in server operations, management, and administration, including the installation, configuration, testing and deployment of server hardware and software. This includes monitoring statistics on performance and reliability of server systems
- Operate all roles involved in the provisioning and de-provisioning of user accounts

As Specialist the post-holder is responsible for the following:

- Working in a structured manner that ensures proper forward thinking, planning and avoidance of IT problems rather than solving problems after they have occurred.
- Responsible for providing specialized knowledge and operational know-how within a specific discipline
- May also have technical line responsibilities, but generally on technical or operational matters.

Experience and technical competencies: (include years of experience)

- Good command of spoken and written English.
- Excellent organizational skills, self-motivated, proactive and able to accomplish set deadlines.
- Devoted, reliable and dedicated person
- Willing to travel and can work under pressure

Essential:

- At least 3-5 years' experience in relevant field
- Full professional proficiency in English
- Extensive experience working with Microsoft products (such as O365, Microsoft Dynamics)
- Knowledge of network configuration including but not limited to firewalls, NAT and routers
- Knowledge of the IP protocol and its concepts
- Ability to do basic hardware maintenance - like changing internal power supply, intranet/ internet connectivity error fixing etc.

Languages:

- Fluency in written and spoken English.

Education: (include certificates, licenses etc.)

Master's degree in IT management with 3 years of practice experience.

Information

Employment category: Band G

Reporting to: Head of Support Services (HoSS)

Technical Line Manager: None

Direct report: None

Unit/department: Support Services

Location: Kibondo

Key stakeholders:

Internal

- Programme Dept.
- Human Resources Dept.
- Finance Dept.
- Supply Chain Dept.

External

- Vendors

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2. JOB TITLE: HR and Admin Officer

Country: Tanzania

Location: Makere/Kibondo

Contract Type: National contract

Deadline: 13 Dec 2024

Founded in 1956, The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organization providing direct assistance to conflict-affected populations – refugees, internally displaced people (IDPs) and host communities – in more than 40 countries around the world. DRC has been implementing emergency response projects in Tanzania since the onset of the Burundi refugee crisis in 2015 in three refugee camps in the Kigoma Region at the border with Burundi. DRC's integrated projects for refugees, asylum seekers and host communities comprise sectors such as Camp Coordination and Camp Management (CCCM), Protection (CBP, PSN, GBV, CP and Legal), Shelter and infrastructure, and Economic Recovery.

Overall purpose of the role:

Responsible for carrying out HR and administrative tasks as related to smooth operation of DRC.

This role has a base focus and ensures compliance to DRC procedures and guidelines at base level. The role contributes to the development of base strategies, which are translated into action plans and day-to-day tasks.

Responsibilities:

- Ensure the general HR standards & procedures defined in DRC Operations Handbook are always applied and compliant.
- Support with all phases of recruitment.
- Assist Senior Management Team in elaboration of individual development plans for employees reflecting DRC vision, values, and long-term strategic priorities.
- Prepare and update briefing/induction packages for new staff and oversee/coordinate the induction process.
- Responsible in preparing Refugees Master roll and subsequent refugee payroll on monthly basis including coordinating and documenting hiring and exit of incentive staff.
- Assist in ensuring statutory deductions and its remittance are done according to appropriate laws, includes submission to TRA [PAYE & Payroll levy], NSSF [employer & employee contribution] and any other deductions as per governing laws.
- Ensure all new staff have the social security registration and Bank account number and supervise the process by making sure that necessary application forms are completed/ filled.
Advise HR & Admin Team Leader on general staff issues, i.e., Training need, staffing level for National staff as well as Incentive workers.
- Assist in recruitment process for refugee (incentive) staff [from advertising, short listing, interviewing, and hiring as required] and to national staff where requested.
- Assist HR & Admin Team Leader in processing and tracking National Staff employment contracts, job applications and other necessary recruitment documents including JDs.
- Assist with the Performance & Development Process.
- Coordinate and develop a DRC training scheme for DRC employees with the help of the DRC Learning Catalogue.
- Draft new and renewed contracts and other personnel-related issues with special attention to compensation and benefits.
- Prepare, advice and oversee staff leaves and absences.
- Assist with the management of staff complaints through DRC established mechanisms and ensures DRC Code of Conduct is understood and always abided.
- Focal point for the liaison with Health Insurance Company on all related issues & serve as the liaison with service providers on all staff health insurance issues.
- Support staff development activities including promoting the DRC Learning Catalogue.

Administration

- Assist the HR & Admin Team Leader in the management of administrative tasks.
- Coordinate the organization of field visits for external visitors in terms of housing and

transport.

- Act as focal point for the administration of tenancy agreements & liaise with lessors.
- Assist Country Director (and HoSS as needed) on the elaboration and roll out of Safety Manual
- Assist periodically program staff in needed visibility activities (ordering photos, brochures, working with designer, make sure logos and fonts are used according to DRC brand manual etc.)
- Ensure the tracking and updating staff database including Annual leave, ED's, Annual Leave allowance, training and Time sheets are done on time.
- Liaise with the HR & Admin Team Leader in regard to working permits, visa and other form of registration.
- Ensure all staff are issued with Name Tags and Identity Cards
- Ensure the recording NSSF contributions for staff on monthly basis.
- Assist the HR& Admin Assistant in receipt and dispatch of inter-office mail pouch during his/her absence. Ensure documents are distributed to addressee in Kasulu.
- Ensure a proper central filing & tracking system of documents as per DRC filing system. Ensure filing system is known to all personnel concerned and is adhered.
- Ensure that onboarding and exit procedures are made for all staff in coordination with Logistics and Safety Department.

Supervisor responsibilities:

- Coordinates the daily activities of small teams, often comprised of subordinates and/or employees carrying out similar tasks.
- Does not have direct line management responsibility for staff, but may contribute to recruitment and/or performance appraisal of members of the team.
- Implements the manager' decisions through the work of subordinate employees, often playing a role in deciding how to do it; and how to achieve the objective set by the manager.

Logistics Duties

- Ensure availability of sufficient office stationery & consumable supplies. Control (including budget) and monitor use of office supplies in collaboration with Supply Chain Department
- Responsible for office equipment usage (photocopiers, printers, duplicating machine etc.) and report any breakdown to HR & Admin Team Leader
- Ensure quality management of assets and other items procured including stationery etc.
- Responsible for necessary repairs & maintenance in a timely manner in coordination with the logistics staff.
- Support the HR &Admin Team Leader in ensuring that all staff have adequate and habitable office space and identify industrial hazards within the working space.
- Support HR & Admin Team Leader in making bookings for meetings for both programs and operations teams as periodically requested and ensure participant's lists are generated and meals provided are worth value for money.
- Track all PRs received from programs and make follow up accordingly.

Personnel Duties

- Assist HR & Admin Team leader to ensure staff understands their benefits and different form usage as per HR Manual and Personnel Policies/GHROPP.
- May be required to Act as HR & Admin Team Leader during their absence

Experience and technical competencies: (include years of experience)

- Experience and technical competencies: (include years of experience)
- Bachelor's degree in human resources management or related field or equivalent qualification.
- Proven two years' experience in office related duties or human resources duties with good command of English and Kiswahili.
- Must have computer skill and be able to work under pressure

Languages:

Excellent proficiency in written and spoken English and Kiswahili

Education: (include certificates, licenses etc.)

Bachelor's degree in Human resources management or related field or equivalent qualification.

Information

Employment category: Band H

Reporting to: HR and Admin Team Leader

Technical Line Manager:HR Coordinator

Direct report: None

Unit/department: Support Services

Location: Kibondo and Makere

Key stakeholders: (internal and external)

Internal

- Programme staff
- Procurement and Logistics
- Finance staff

External

- Relevant stakeholders
- Suppliers
- Donors and visitors

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