



## **JOB TITLE: It Helpdesk**

### **JOB INFO**

- Job Identification: 3388
- Posting Date: 25/11/2024, 14:46
- Apply Before: 09/12/2024, 14:46
- Degree Level Bachelor's Degree
- Job Schedule Full time
- Locations: Ali Hassan Mwinyi/Kaunda Drive Junction, P.O Box 804 Dar Es Salaam, TZ

### **JOB DESCRIPTION**

#### **JOB PURPOSE**

Provide first level technical support to our customers in Banking applications including core Banking system and the auxiliary databases, infrastructure, network, logical access management and reporting. Assist the IT Service Delivery Manager in the implementation of the ITIL service management framework to provide effective user and desktop computer support within the bank.

The role ensures that IT management and support services provided to the business meet agreed SLAs and are aligned to achieving business goals and objectives.

#### **KEY RESPONSIBILITIES: MUST NOT BE MORE THAN 10**

1. Management of all requests/incidents logs in SMARTFIX to ensure resolution is done on time.

2. Provide 1<sup>st</sup> level support in all issues related to Core Banking Application (T24) and provide user profile management.
3. Resolve and allocate all requests/incidents logged in SMARTFIX which are assigned to KCBT and follow up on the resolution of all calls assigned to group support team as per SLA between IT and business as well as between IT and Central team
4. Prepare and send to IT Service Delivery Manager monthly report for all calls logged in SMARTFIX and their status.
5. Provide guidance on how to use new applications/systems which has been introduced in our Bank to the respective users.
6. Ensure all Banking applications are running smoothly, and users are able to access them and make follow up in case of any unavailability.
7. Provide technical support on BOT clearing applications (TACH & TISS) and communicate with technical support team on any technical issue.
8. Provide support on all ICT related systems, gadgets, network and other involved devices.

**Academic & Professional**

<b>ParticularsDetail</b>	<b>Specific Field or Qualification</b>	<b>Need Type</b>
Bachelors Education Degree	B.S.C. In Computer Science or B.S.C. In Computer Engineering or  B.S.C. In Information Technology	

**Experience**

Total Minimum No of Years Experience Required

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