1. JOB TITLE: Regional Business Solutions Specialist- M-Pesa

Posting Country: TZ

Full Time / Part Time: Full Time

Contract Type: Permanent

What you'll do

Role purpose:
• Overall accountability of proactively driving sales and adoption of business solutions at regional level.
• Drive and responsible for M-Pesa Business regional service management i.e. trainings & business support.
• Manage M-Pesa Business regional customer's projects
• Monitor M-Pesa Business Regional performance and cross sell M-Pesa products

Key accountabilities:
• Overall responsible of driving M-Pesa Business regional accounts
• Manage service delivery for the regional accounts and cross sell other M-Pesa products
• Drive the acceleration of regional performance and revenue growth initiatives
• Manage M-Pesa Business regional new and existing customer's projects
• Initiate and conduct end to end new trainings and re-trainings for the regional business accounts
• Responsible for reactivations of dormant, droppers and stoppers regional

business accounts
• Working closely to champion sales team to identify new potential growth areas

Core competencies, knowledge and experience:
• Strong Business Acumen & project management skills
• Strong Sales and negotiation skills
• Strong stakeholder management skills
• Excellent communications and reporting skills
• Able to challenge the status quo

Must have technical / professional qualifications:
• 3+ years' experience industry or functional experience.
• Bachelor degree in Business Administration, Economics, Actuarial Science, Marketing or its equivalent.
• Analytical skills.
• Build and maintain relationship with key stakeholders in the value chain.
• Telecommunications experience would be advantageous.
• Project knowledge and experience would be advantageous.

Key performance indicators:
• Sales Growth and Business Acquisition
• End to end execution of M-Pesa proposition to businesses acquired from the regions.
• Quality support and stakeholder alignment.

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2. JOB TITLE: System Admin: Backup, Restore & Archive

Posting Country: Tanzania, United Republic of

Full Time / Part Time: Full Time

Contract Type: Permanent

What you'll do
Role purpose:
Managing and maintaining backup systems, scheduling regular backups, restoring data in case of loss and ensuring business continuity during data-related emergencies.

Key accountabilities and decision ownership

1.BACKUP & RESTORE SYSTEMS MANAGEMENT
•System Configuration: Install and configure backup software and hardware, ensuring that the systems are optimized for the organization's needs.
•Data Protection: Safeguarding data by setting up and maintaining backup systems to prevent data loss due to hardware failures, cyberattacks, or human errors.
•Disaster Recovery: In the event of data loss, the administrator is responsible for restoring data from backups to minimize downtime and ensure business continuity.
•Attend training as recommended by management related to these platforms.
•Attend courses for self-development.
•Being up to date with technology.

2.SYSTEMS MAINTANANCE & MONITORING
•Monitoring backup logs and troubleshooting any issues that arise to ensure data is always backed up and can be restored when needed.
•Monitor systems performance (availability, utilization, throughput, and latency) and report accordingly.
•Perform maintenance activities to the systems when required.

3.SYSTEMS SECURITY & COMPLIANCE
•Ensure all systems are configured securely per the existing policies, processes and best practices.
•Perform hardening checklists after some agreed time interval to ensure the systems are compliant.
•Keep an eye out for needed updates and patches and apply them.
•To fix all the vulnerability that has been identified during penetration test and /or audit findings.
•Ensure all systems have the required security tools installed as per security policies.
•To fix all the vulnerability that has been identified for a project before the project rollout.

4. BUSINESS CONTINUITY MANAGEMENT
•Ensure all systems are configured for backup as per systems criticality.

•Prepare and maintain redundancy strategies by creating and updating technical recovery plan for all assigned systems.
•Prepare and facilitate disaster recovery cutover tests per shared plan.
•Facilitate backup data restoration tests per the shared plan.

5.CUSTOMER OR END USER SUPPORT
•Provide 1st, 2nd support whenever required.
•Liaise with vendors and other IT personnel for problem resolution on Backup & restore systems.
•Provide root cause assessment (RCA) for critical incidents.

Who you are
Core competencies, knowledge and experience
•In-depth knowledge of Commvault software, including installation, configuration, and management of backup and recovery processes
•Virtualization technologies (VMware most preferably)
•Systems Monitoring & Analysis Tools
•Server's Operating Systems (Redhat Linux, Oracle Linux and Windows)
•Ability to troubleshoot and resolve issues related to backup failures, data recovery, and system performance.
•Systems Development Life Cycle (SDLC)
•Knowledge of data protection principles and best practices to ensure data integrity and security.
•Capacity management (planning & Forecasting)
•Working with Multiple stakeholders

Must have technical/professional qualifications:
•Backup Software and Hardware (EMC,Commvault, Oracle ZFS, Netapp, NetBackup and EMC Networker)
•Active-Active High availability Implementation.
•Knowledge on Virtual VMware Servers and Private & Public clouds
•Knowledge on HP/Dell/Oracle Hardware
•At least 1-year Experience in IT System Infrastructure

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