



ASA Microfinance Tanzania Limited (ASAMTL) is a subsidiary of ASA International, one of the world's largest and fastest-growing international microfinance banking institutions in Asia and Africa ("ASA International" or the "Group"). ASA International promotes financial inclusion and has successfully shown that access to financial services helps to reduce poverty and promotes socioeconomic progress for its predominantly female client base. The company operates in Tanzania with a focus on empowering low-income individuals, particularly women, by providing them with access to affordable financial services. ASAMTL is looking for highly motivated and competitive individuals to fill the below positions.

Position 1: Digital Financial Services (DFS) Manager – 01 Post

Job Description:

The DFS Manager will lead the digital financial services strategy, coordinate cross-functional efforts, and ensure the successful deployment and support of DFS initiatives. The role requires a dynamic leader with a deep understanding of both microfinance/banking operations and technological innovations.

Key Responsibilities:

- Oversee the development, management, and optimization of digital financial products.

- Collaborate with technology, marketing, and operational teams to deliver seamless customer experiences.
- Monitor and evaluate DFS performance metrics to ensure alignment with business objectives.
- Develop and implement policies for product quality assurance and customer service excellence.
- Provide support for digital financial products, including troubleshooting and resolution of technical issues.
- Collaborate with vendors and internal IT teams to implement updates and new features.
- Work with financial service providers, policymakers, regulators, and other stakeholders to overcome key barriers and enable the adoption and usage of digital financial services.
- Develop and invest in use cases, products, and platforms that leverage digital technologies such as mobile money, fintech, etc.
- Provide statistics and periodic reports to aid in management decisions and promote digital financial services and financial inclusion national agenda.
- Design and execute strategies to expand access to finance and promote inclusive digital economies.
- Build, refine, and review business models for digital distribution channels.
- Initiate, agree, and coordinate appropriate actions required to maintain or improve the availability of applications.

- Define the key targets of availability required for the applications and their components that underpin a new or enhanced IT application as the basis for an SLA agreement.
- Ensure Value Added Services (VAS) products and services adhere to BOT, TCRA, and FCC guidelines and regulations.
- Conduct training for internal teams on product functionality and updates.
- Monitor product performance and provide feedback for improvement.

Knowledge, Skills, and Abilities:

- Bachelor's degree in Business, Finance, IT, or a related field (MBA preferred).
- 5+ years of experience in digital financial services, product management, or a similar role.
- Proven leadership skills with experience managing teams.
- Strong understanding of customer experience principles and DFS operations.
- Experience in Fintech or MNOs is an added advantage.
- Exposure to digital business models like e-commerce, B2B, and B2C marketplaces is desirable.
- Clear understanding of Anti-Money Laundering, legislation related to financial services, and compliance.
- Strong problem-solving and technical troubleshooting skills.
- Experience in customer support or complaints management.
- Excellent communication, presentation, and analytical skills.

Remuneration:

An attractive salary package will be offered, relating to competencies and experiences.

Position 2: Information Security Officer – 01 Post**Job Description:**

The Information Security Officer will be responsible for identifying and mitigating IT risks, responding to observations identified by third-party auditors or examiners, and assisting in the development of periodic reports and dashboards presenting the level of controls compliance and current IT risk posture. The role requires a dynamic individual with a deep understanding of both microfinance operations and technological innovations.

Main Responsibilities:

- Serve as a core member of the Security Operation Centre (SOC), monitoring and optimizing security tools to ensure data integrity.
- Conduct dedicated monitoring and analysis of cybersecurity events using various tools to investigate and understand security incidents, leading to effective incident response (IR).
- Analyze and detect security threats through threat intelligence-based detection and behavior analysis.
- Perform data mining of log sources to uncover and investigate anomalous activities, tuning rules, filters, and policies to enhance detection accuracy and visibility.
- Manage security incident communications, including initial reporting, follow-ups, and resolution activities.
- Provide threat and vulnerability analysis, along with security advisory services.

- Analyze and respond to undisclosed software and hardware vulnerabilities.
- Investigate, document, and report on information security issues and emerging trends.
- Develop a program plan that includes security gap assessments, policies, procedures, standards, training, certification, and testing.
- Collaborate with management and the IT department to enhance security measures.
- Document any security breaches and assess their impact.

Knowledge, Skills, and Abilities:

- BSc/MSc degree in Computer Science, Information Security, Cyber Security, or related IT fields.
- Professional Information Security Certifications such as CEH, CCNA Security, or CompTIA Security+ are preferable.
- Certification as ISO/IEC 27001 Lead Implementer is a MUST.
- Minimum of 3 to 5 years of experience in Information Security, focusing on incident monitoring and detection.
- Solid knowledge of various information security frameworks.
- Technical expertise in areas including Security Information and Event Management (SIEM), SQL, TCP/IP, networking, programming languages, IDS/IPS, penetration and vulnerability testing, forensics, firewall and intrusion detection/prevention protocols, operating systems (Windows, UNIX, Linux), network protocols, packet analysis tools, Next-Gen AV, DLP, email, storage, syslog, Windows Server, and Identity Access Management.

- Prior experience in detecting, analyzing, and responding to security incidents.
 - Understanding of common security threats, attack vectors, vulnerabilities, and exploits.
 - Excellent oral and written communication skills.
 - Strong analytical and problem-solving abilities.
 - Self-starter who works well both independently and in a team environment, with the ability to adapt to changing priorities.
 - Excellent interpersonal and organizational skills.
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Position 3: Operations and Product Support Specialist – 01 Post

Job Role:

The specialist will handle the technical and operational aspects of DFS at ASAMTL, ensuring all digital products function seamlessly and meet user needs.

Key Responsibilities:

- Provide support for digital financial products, including troubleshooting and resolution of technical issues.
- Collaborate with vendors and internal IT teams to implement updates and new features.
- Conduct training for internal teams on product functionality and updates.
- Monitor product performance and provide feedback for improvement.

Academic Qualification & Experience Requirements:

- Bachelor's degree in Business, Economics, Commerce, Banking, Finance, IT, Computer Science, or a related field.
 - Experience in digital product support or operations management.
 - Strong problem-solving and technical troubleshooting skills.
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Position 4: Customer Support and Complaints Specialist – 01 Post

Job Role:

The specialist will focus on managing customer interactions related to DFS, working closely with the contact center to address complaints and enhance customer satisfaction.

Key Responsibilities:

- Act as the escalation point for DFS-related complaints from the contact center agents.
- Analyze customer feedback and complaints to identify recurring issues and recommend solutions.
- Train and guide contact center agents on handling DFS-related inquiries effectively.
- Work with the DFS Manager to align customer feedback with product development priorities.

Academic Qualification & Experience Requirements:

- Bachelor's degree in Business, Marketing, Communications, or a related field.

- Experience in customer support or complaints management.
 - Excellent communication and analytical skills.
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Position 5: Finance Officer – 02 Posts

Job Responsibilities:

- Maintain all petty cash on a daily basis.
- Prepare monthly, quarterly, and annual financial reports.
- Review and implement financial policies.
- Participate in financial audits.
- Maintain and record-keeping books of accounts and reconcile the accounts on a timely manner.
- Respond to inquiries from the Chief Financial Officer and ASAI Dhaka Team regarding financial results, special reporting requests, and the like.
- Liaison with the respective government department, submitting returns, and maintaining proper compliance with them.
- Handle company tax, pay tax, and other withholding tax.
- Ensure and handle external and internal audits.
- Ensure the timely reporting of all monthly financial information.
- Ensure the accurate and timely processing of positive pay transactions.
- Ensure monthly and quarterly Bank Compliance activities are performed in a timely and accurate manner.

- Collaborate with other departments in the organization to support overall department goals and objectives.
- Monitor and analyze departmental work to develop more efficient procedures and use of resources while maintaining a high level of accuracy.
- Assist in the development and implementation of new procedures and features to enhance the workflow of the department.
- Maintain liaison with the bank and financial institutions regarding loans and assist the controller in the daily banking requirements.
- Ensure the optimum utilization of funds.
- Frequently visit different branches when and as necessary.
- Accomplish day-by-day activities, ensuring nothing is pending.

Academic Qualification & Experience Requirements:

- Minimum bachelor's degree in Accounting, Finance, or related subjects.
- Certified Public Accountant (CPA) will be an added advantage.
- MSc/MBA is a plus.
- Minimum 2 years of professional experience in Finance or Accounting roles is a MUST.
- Preferably experience in working with NGOs/Financial Institutions/Banks/Consultancy firms.
- In-depth knowledge of corporate financial law.
- Proficient in the use of MS Office and financial management software (e.g., SAP).

General Requirements for Applicants of All Posts:

- Application Letter.
- Curriculum Vitae enclosing details of work experience, skills, and postal and telephone contacts of three referees.
- One current passport-size photograph attached to the CV.

Mode of Application:

Applicants who consider themselves competent for the above-mentioned positions should send their applications to recruitment@asatanzania.co.tz or drop their applications at the ASAMTL Head Office at House No. 01, Plot No. 87, Msese Street, Kinondoni Road (Near Kinondoni Makaburini), Dar es Salaam, before **1700 HRS on 15th February 2025**.

Note: Only short-listed candidates will be contacted for interviews. No phone calls are allowed for inquiries. No allowances will be admissible for interviews.