

Exciting Career Opportunity!

We are currently seeking to recruit an ICT Technical Support Officer:

The successful candidate will be responsible for the following duties and responsibilities:

- Maintain and supervise the overall performance of biometric systems.
- Maintain and supervise the overall desktop PCs, printers, scanners and the like.
- Provide client support and technical issue resolution via E-Mail, phone and other electronic medium on ICT support issues raised.
- Identify and correct or advise, on operational issues in client computer systems.
- Installing and configuring computer hardware operating systems and applications such as Office365.
- Troubleshooting application systems and software problems and diagnosing and solving software faults.
- Supporting the roll-out of new applications.
- Develop training materials and procedures, and/or train users in the proper use of hardware and software.
- Conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Support Admin team in telephone issues as well as other issues requires ICT technical assistance.

Key Competency Requirements:

- Basic computer hardware training.
- Basic Networking knowledge.
- Hands on computer hardware/ printers etc.
- Ability to think out of the box.

Qualifications and Experience required:

- Bachelor's degree in Computer Science, ICT or any other related field.

Reporting line: Manager ICT, Core Banking

Deadline for submission of application is Monday, 23rd June 2025.

All applications (include application letter, Resume, academic and professional certificates) should be done through **jobs@amanabank.co.tz**

Only shortlisted candidates will be contacted.

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