

## IT Support Officer at Watu Credit

Level: Entry level

Branch: HQ

Department: IT Department

Reports to: IT Administrator

Country: Tanzania

Direct reports: 0

Indirect reports: 0

### **Job Purpose**

As an IT Support Officer you will be responsible for supporting operations in the head office and branches within the framework and policies of the IT department. The IT Support Officer's position is to work with escalated tickets and solution requests that need attention, as well as to maintain system or software administration, network infrastructure and hardware maintenance and set up scopes. This role is critical as this individual directly affects the capabilities of smooth and continuous business operations.

### **Responsibilities and Duties**

#### **IT support and system administration**

- Responsible for support and maintenance of company computer systems. Troubleshooting problems, configuring hardware and software, implementing and adapting new tools and setups.
- Implementation and maintenance of the Watu systems & Application and administration of the environment.
- Completing system installs and upgrades. Installing new systems and implementing upgrades as needed. Conducting consistent analyses of a company's computer systems to determine if existing components meet the company's needs and perform upgrades or updates as needed.
- Technical support and maintenance of the office equipment – such as printers, scanners, and peripherals.
- Support of the local call centre system and, following up with structure, integration and troubleshooting in the company's call centre system solution.

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- Adjusting and setting up ICT policies and procedures for the company and departments.
- Implementation and maintenance of the network infrastructure and endpoint safety.
- Performing regular HW and SW inventories and assessments of employee or department or management needs, evaluation of the administration and user rights, performance tests.
- Work closely with IT Administrator in managing all relevant IT project management.
- Investigation and implementation of new tools and systems according to department and process needs.
- Keeping up with data analysis and incident reports.
- Working hand in hand with the Head of IT, IT department and other involved departments as well as third parties in order to reach the set objectives.

## **B. General**

Follow Company and IT department internal policies

Prepare internal reports

### **Key performance indicators**

- Solution of the 100% account administration tickets within the onboarding SLA average
- To escalate applicably 100% of assigned infrastructure tickets within the SLA average
- To perform and prepare the reporting of 100% scheduled account/access right revision with maximum 5 workday deviation
- Daily systems uptime report showing state of the system and incident management for systems found with issues.
- Quotably user review and certified by IT Manager and Country Manager.

## **Qualifications**

### **Education level:**

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- Degree in Information Systems Security or a degree in Information Technology/Computer Science. One of the following certifications will be added advantage: CISSP, CISM, LPT or relevant GIAC versions

**Experience:**

- Minimum of 2 years of experience in VoIP
- Minimum of 2 years of experience in a similar role of IT system Administration.

**Technical skills:**

- Knowledge of hardware maintenance and troubleshooting technical and MS issues
- Hands on experience with network infrastructure and configurations
- Hands on experience with network cabling and assembly/connection of different types of HWS
- Proficiency with Google products (Sheets, Docs, Slides, Drive), ability to use those tools for analytics and optimization of tasks and processes.
- Hands-on experience analysing high volumes of logs, network data (e.g. Netflow, FPC), and other attack artefacts in support of incident investigations with the ability to “dig deep”.
- Experience and skills with Active Directory/MS Server
- Understanding of methodology of IT standards and SW/data safety
- Proficiency with Google Workspace and/or Google Cloud products, ability to use those tools for administration, analytics, creation and optimization of processes.
- Experience and skills with Data Studio will be considered as an advantage
- Experience with project management tools, such as Jira, Gitlab, Spiceworks and others will be considered as an advantage.

**Behavioural skills:**

- Excellent communication skills – speech, presentation and written communication.
- High attention to detail and internal quality control, good organisational skills.
- Strong interpersonal skills and ability to work harmoniously in an organisation with diverse business operations.

- Ability to analyse data and use it effectively in order to make constructive decisions and reach set objectives.

**People & Leadership Skills**

- Must adhere to the company code of conduct
- Embraces, leads and embeds change
- Must actively demonstrate the values of Watu
- Must lead, attend and participate in team meetings
- Motivates, coaches and develops others
- Clear Communication and active listening skills
- Strong Ethics and Standards

**WHAT WE OFFER:**

Be a part of an international, dynamic and driven team that has set their aspirations high and work hard to achieve those

Opportunities to learn and grow together with us

Competitive compensation package

Health benefits

Do you see yourself being part of the WATU team? Then please apply with your CV and a cover letter, we are looking forward to working with you!

[CLICK HERE TO APPLY](#)