

TPB Bank PLC is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products.

TPB Bank PLC is a Bank, whose vision is “to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services”. As part of effective organizational development and management of its human capital in an effective way, TPB BANK PLC commits itself towards attaining, retaining and developing the highly capable and qualified workforce for TPB BANK PLC betterment and the Nation at large.

IT SUPPORT OFFICER

TPB Bank PLC seeks to appoint dedicated, self-motivated and highly organized IT Support Officers

(1 position) to join the Directorate of Technology and Operations team).

DIRECT REPORTING LINE	Chief Manager Application Support and Operations
LOCATION	Dar es salaam
WORK SCHEDULE	As per TPB Bank PLC Staff regulations
DIVISION	Branches
SALARY	Commensurate to the Job Advertised
INDIRECT REPORTING LINE	Director of Technology and Operations

POSITION OBJECTIVE

1.Responsible for support and troubleshooting of TPB Networks, Applications, Hardware, Wide

Area Network (VPN/WAN), Servers and Domain controllers, all other networked hardware including the branch Networks to meet the TPB Network standards, demands and deadlines.

2.Rendering assistance on ICT Networks security implementations, ensure the network is properly maintained by use of properly configured routers, switches, firewalls, Intrusion and detection of Systems and Domain Controllers.

3. Support end users and coordinate, guide and prepare standards to ensure reliability and availability of individual systems.
4. Support all aspects of information systems security, by ensuring that they are operational.
5. Support implementation of the system/level controls and maintain system documentation.
6. Assist the Chief Manager on day to day issues of managing TPB's infrastructure which include Network, Hardware and Software.

Essential Duties and Responsibilities:-

- Assist to maintain dynamic Network and its hardware configuration database by collecting, adding, removing or updating approved configuration unit changes (PCs, Printers, Servers, modems, wireless terminals, etc.) and maintaining documentation of new and existing network infrastructure.
- Assist maintenance of data centre resources as a result of reducing server risk by identifying, quantifying, documenting and escalating issues that may lead to Data centre non-availability.
- Support working with vendors, service providers and other technology groups to resolve problems;
- Provide support to Help-Desk and other support officers on LAN/WAN, servers, PCs, printers, scanners, availability calls.
- Providing the support for domain administration tasks as required by the bank's security policies, performance requirements and industrial best practices.
- Assist and support of appropriate server backup methodologies and technologies.
- Participate in ensuring high availability of production IBM infrastructure and servers by direct use of and implementation of various IBM technologies and supporting methodologies.
- To assist in the development and implementation of system policies, procedures, standards and controls to ensure data accuracy and security that they comply with the legal and regulatory requirements.
- To ensure that TPB ICT complies with existing ICT-Policies, procedures and processes requirements and embed Risk Management principles within its operations.

- Work with other Directorates and section within ICT to facilitate preparation and simulation of disaster recovery action plan for Business Continuity on hardware, software and networks' availability as well as other systems that depend on them.
- To provide adequate support in the maintenance of the network infrastructure.
- To support routine ICT tasks including Night Processing, systems' users access administration, regular ICT maintenance services and Standby Support.
- Assist in maintaining and providing support to the DRS systems that are operational and available.
- Assist in implementation and support of power systems to make sure that the data centre and DRS system can be supported by the power standby system (UPS) within a certain time period which allows graceful shutdown of servers and peripherals to avoid damages during power outages.
- Assist in implementation and support of security systems at both data centres and branches these include CCTV, intruder alarms, access controllers physically and logically, should assure that at all times they are working and provides reports when needed.
- Contribute to Risk (fraud) identification and mitigation methods by following Risk and ICT standards and practices for risk management.
- Recommend ICT cost reduction strategies by analyzing IT service cost structures.
- To provide training to staff in use of network services, e-mail, internet, VoIP and other administrative systems.
- To do any other job as may be assigned from time to time.

KEY PERFORMANCE INDICATORS

- Individual Performance Agreements with all staff within the division.
- No network outage due to inadequate administration of the system.
- High ICT services availability to end users and customers
- Centralized management of infrastructure security (Domain controller).
- Efficient networks and systems and highly available to users.
- Efficient network hardware and software deployment and maintenance.
- Efficient hardware and software upgrades and updates.

-Mitigation of critical risks such as failure of business continuity, security breach, virus

outbreak and infrastructure support.

-Timely preparations and submission of all appropriate reports.

-A higher performing division.

Skills / Attributes

(i) Strong interpersonal skills.

(ii) Possession of experience in Helpdesk Support and Customer services is strongly desired.

(iii) Ability to provide first line technical support over the phone; good phone skills, professional demeanor, previous customer service experience strongly desired.

(iv) Good problem solving skills; ability to visualize a problem or situation and think abstractly to solve it.

(v) Completing tasks within deadlines.

(vi) Strong troubleshooting/problem assessment skills.

(vii) Working knowledge of common operating systems and software applications.

EXPERIENCE AND KNOWLEDGE REQUIRED

Education: Bachelor Degree/Advance Diploma in Computer science, Information Technology, and Telecommunication Science or Engineering.

Experience:

1-5 years of experience in ICT field, solid experience in network systems installation, configuration and support.

-Experience of working with Linux / UNIX, MS-Windows Servers and workstations environments and office automation applications.

- Added skills and certifications MCSE and Linux, CCNA Skills / Attributes

-Strong leadership & people management skills

-Strong technical skills in hardware and software

- Prioritize tasks and organization
- Can work independent at minimal supervision
- Adherence to the regulations and company policies
- Team player

The position will attract a competitive salary package, which include benefits. Applicants are invited to submit their resume (*indicating the position title applied and location in the subject heading of application letter and in email*) via e-mail to: recruitment@tpbbank.co.tz. Applications via other methods will not be considered. Applicants need to submit only the Curriculum Vitae (CV) and the letter of application starting the job advertised and the location. Other credentials will have to be submitted during the interview for authentic check and other administrative measures and should not in any way be attached during application.

Avoid scams : NEVER pay to have your CV / Application pushed forward.

Any job vacancy requesting payment for any reason is a SCAM. If you are requested to make payment for any reason, please call **+255 222162940** to report the scam. You also don't need to know one in TPB to be employed. TPB is merit based institution and to achieve this vision, it always go for the best.

TPB Bank PLC is an Equal Opportunity Employer and is very committed to environmental health and safety Management.

TPB Bank PLC, has a strong commitment to environmental, health and safety management. Late applications will not be considered. Short listed candidates may be subjected to any of the

following: a security clearance; a competency assessment; physical capability assessment and reference checking.

Please forward your applications before 22nd October, 2018