TERMS OF REFERENCE

Position title: IT Officer

Project: Tanzania Country Office (TCO)

Reports to: Operations Manager

Location: Dar es Salaam, Tanzania

Supervises: None

Place of Assignment: Dar es Salaam with occasional travels to field offices.

Effective Date: 1st September 2020

Background:

The World Wide Fund for Nature (WWF) is an international organization working towards the conservation of nature and ecological processes. One of the goals is to set up a modern, appropriate and sustainable IT infrastructure & services, with effective IT processes and procedures in place to support operations of WWF TCO and any WWF TCO hosted programmes.

The services of an IT OFFICER will be required to assist WWF TCO, and hosted programmes put in place a reliable and efficient IT System to facilitate the technical and administrative functions.

The objective of the IT OFFICER will be to address the area of Infrastructure resources within the WWF TCO and create a well-functioning IT and applications system throughout the WWF TCO, and hosted programmes.

Duties & Responsibilities

1. Provide day-to-day support and ensure all systems and applications (hardware, software and network) work optimally to support needs of WWF TCO, and any other hosted programmes.

2. Setup an enterprise network that will link WWF TCO head office to all TCO regional offices for data and voice and Internet connectivity. Coordinate and communicate on setup of network infrastructure, internet performance, communications facilities (Skype, Zoom, etc.), web services, security, trainings to teams and/or projects.
3. Provide technical support for telephone and telecommunication systems installations, upgrades, repairs, maintenance.

4. Implement IT Security policy and manage controls set in the policy document as approved by WWF International and Africa Regional Office.

5. Install and configure TCO servers, switches, routers, firewalls to meet corporate needs for better performance.

6. Advice on guiding specifications of IT equipment/facilities and setup of computer hardware and software including network, security systems, etc.

7. Assist the Operations Manager in developing the IT work plan and budgets.

8. Perform daily and monthly backup of corporate data and ensure they are securely stored at offsite storage.

9. Ensure the Oracle application and other Finance resources and systems are always available for better performance of Finance department.

10. Upgrade systems and applications to the latest available software and patches after successful application of change management as per WWF policy.

11. Perform daily check list of all systems functionality before business start to ensure normal systems operations and log for records.

12. IT Asset Management and data from leaving staff and reallocating to other requirement (e.g. new staff, etc.).

13. Design, develop and update TCO timesheet to manage time spent on project(s) for cost sharing and ensure monthly timesheet are shared to staff on time and help finance department to extract details from the same.

14. Train staff on use of the timesheets and any other software and systems in the organization.

15. Make IT unit more effective, responsive, focused and capable of managing and supporting IT infrastructure and applications to meet the IT needs to WWF TCO staff.

16. Identify IT training required for staff;

17. Provide continuous training and upgrading of skills of staff to effectively manage and effective use of IT at WWF TCO, and hosted programmes.

18. End user support i.e. daily operations like printing, connectivity.

19. Any other duties that will be assigned by the supervisor.

**Supervisory Duties:** None

**Working relationships:** Reporting directly to the Operations Manager.

a) Internal (WWF): Interacts with all WWF-TCO staff
  
b) External: Interacts with the IT suppliers and services providers, WWF Africa, WWF International and WWF-network

**Minimum Work Requirement:**

a) **Knowledge:** A Bachelor’s Degree in Computer Science, Informational Technology or related fields. Certification in CCNE (Cisco Certified Network Engineer) and MCSE (Microsoft Certified Systems Engineer) is desirable but not a requirement.
b) **Experience:** Four years of relevant experience including implementation of IT Strategies, management of IT services, hardware and software platforms, telecommunication facilities and knowledge of Windows-based packages/applications.

c) **Skills and abilities:** Good technical, organizational, interpersonal and team building skills, strong skills in information Technology, ability to work effectively with a wide variety of disciplines, diplomatic and multi-cultural skills, especially in the local context, excellent oral and written communication skills in both English and Kiswahili.

d) **Others:** Public speaking/presentations skills are essential.