



CAREER WITH BRAC TANZANIA FINANCE LIMITED.

BRAC TANZANIA FINANCE LIMITED (BTFL) is the largest Microfinance organization in Tanzania with a mission to responsibly provide a range of financial services to people at the bottom of the pyramid. We particularly focus on women living in poverty in rural and hard-to-reach areas to create self-employment opportunities, build financial resilience, and harness women's entrepreneurial spirit by empowering them economically.

BRAC Tanzania Finance LTD is seeking applications from competent, dynamic, and self-motivated individual to fill up the following position.

Position (1): IT SERVICE DELIVERY MANAGER.

Job Location: Country Office, Dar Es Salaam

MAIN JOB RESPONSIBILITIES:

- Primary custodian of BTFL's Service Desk tool and ensures effective use of the tool throughout the organization.
- Designs and maintain a set of agreed performance dashboards of IT service delivery to all BTFL offices.
- Works to ensure execution of regular Customer Satisfaction surveys regarding IT services delivery and takes necessary steps with Head of IT to address areas of concern or weakness.
- Manages all incident escalations from branches, with primary responsibility for keeping the IT Head abreast with progress on resolution.
- Oversees the documentation and application of sound and up to date IT principles and compliance with IT policies, standards, and procedure.
- In charge of drafting and improvement of ITSM process, policies, and governance to be adopted by BTFL.
- Monitors Service Level Agreements with IT service partners and regularly report service delivery performance to the Head of IT.

REQUIRED SKILLS/ CAPACITY:

- Must have proven leadership skills and strategic planning capability.
- IT Service Management: Familiarity with ITIL (Information Technology Infrastructure Library) best practices for service management and service level agreements (SLAs). Must be ITIL-certified.



- Change and Project Management: Experience in Managing IT changes, upgrades, and projects, including planning and execution.
- Vendor Management: Skill in managing relationships with third-party vendors and service providers, monitoring performance and adherence to contracts.
- Technical Troubleshooting: Proficiency in addressing and resolving complex IT issues and incidents, often under pressure.
- Risk Management: Ability to identify and mitigate IT-related risks, develop disaster recovery plans, and ensure business continuity.
- Regulatory Compliance: Understanding of financial industry regulations and compliance standards

EDUCATIONAL REQUIREMENTS AND EXPERIENCE

- Bachelor's degree in computer science or information technology, or a related field.
- Experience in IT Operations and Service delivery in medium to large organization.
- At least 5 years in IT service delivery, including incident and problem management, service level agreements (SLAs)
- Master's degree in computer science is an advantage.

EMPLOYMENT TYPE: CONTRACTUAL

If you feel you are the right match for the above-mentioned position, please follow the application instructions accordingly:

Candidate needs to email their CV with a letter of interest mentioning educational grades, years of experience, current and expected salary recruitment.tanzania@brac.net

Only complete applications will be accepted, and shortlisted candidates will be contacted.

Application deadline: 9th November 2023

**** BRAC is committed to safeguarding children, young people, and vulnerable adults, and expects all employees and volunteers to share the same commitment. We believe every stakeholder and every member of the communities we work with has the right to be protected from all forms of harm, abuse, neglect, harassment, and exploitation - regardless of age, race, religion, and gender, status as an individual with a disability or ethnic origin. Therefore, our recruitment process includes extensive reference and background checks, self-disclosure of prior issues regarding sexual or other misconduct and criminal records and our values are a part of our Performance Management System.*

BRAC is an equal opportunities employer.