VisionFund

VisionFund Tanzania Microfinance Bank Ltd (VFT MFB) formerly known as SEDA is a fast growing and reputable Micro Finance Bank (MFB), has a loan book of more than TZS 30 billion and more than 40,000 customer base, more that 5,000 of them being small holder farmers. VFT-MFB is seeking to employ a dynamic and committed Tanzanian young men & women who have passion for people's economic development to fill in the vacant position detailed here below;

Work reference no. 007/2023

JOB TITLE: Customer Channels Administrator.

Supervisor: Senior System Administrator Officer.

Manager; Head of Information and Communications Technology.

Responsibility:

- Ensure 24 hours' availability and reliability of Customer Channels services.
- Ensure the compliance is part of IT operations.
- Lead in Database Management best practice.

Main tasks

- Work with the Supervisor on executing annual plan into workable monthly breakable smart goals.

- Act an excellent representative by working diligently to improve SLA;

- Work with Supervisor to implement IT Security standards.

- implementation of backup management.

- End-user support via helpdesk; this includes problem solving activities, conflict resolution, escalations, and systems restart and recovery.

- Work with the Supervisor on Identifying training needs for carrier development.

- Ensure the both systems uptimes are 24x7x365 with latest patches and software.

- Installing latest patches and updates.

- Keeping records of releases against dates of release.

- Engage system admins to have consolidated data lab for business intelligent tools.

- Explore the big data world agenda and help the bank where it fits.

- Charged with installation, supporting and maintenance of network servers and devices.

- Report all incidents such as end user experience, server bugs, power failures, network failures. Nothing should be considered small

- Other tasks as may be assigned by the supervisor.

Education/Experience

- In ICT, IT or Computer Science

- Proficiency in network administration

- Good knowledge of Microfinance or Banking

- Good skills in self planning and execution

- 2 years' experience in handling network and system administration job

- Proven work experience as a Network and IT Security Administrator or similar role.

- Strong knowledge of network protocols, firewall technologies, intrusion detection and prevention systems, VPNs, and other network security tools.

- Linux, Windows server, database (SQL, Mongo, MYSQL) management knowledge

- Familiar with the bank core business

- Capacity and willing to take responsibility and develop sense of righteousness

- Experience with vulnerability scanning tools, penetration testing methodologies, and security assessment techniques.

- Proficiency in network troubleshooting and diagnostic tools.

Special / Personal Abilities

- Excellent character and unquestionable integrity

- Willingness and ability to efficiently work in a team

- Good oral and written communication skills

- Must be a self-starter, highly motivated, organized, and detail-oriented

- Model and demonstrates effective Christian leadership

- Good knowledge on economic and financial topics and sufficient experience in the loan business of VFT-MFB is added advantage

Mode of Application:

Interested and suitably qualified individuals should forward their application letter, attaching copies of their academic and professional certificates; detailed CV's with three referees to; **vftHRstaff@vftz.co.tz**.

The position should be the subject of the email application.

OR; through the postal address below:

The Chief Executive Officer,

VisionFund Tanzania Microfinance Bank Limited,

P.O. Box 1546,

Arusha, TANZANIA.

The application should reach the undersigned not later than **10th November 2023**.