



Exciting Career Opportunity

Grant Thornton is one of the world's leading organizations of independent assurance, tax and advisory firm. We are made up of over 56,000 people in over 140 countries. We are looking for a dynamic, enthusiastic and highly qualified **IT Associate** for our Tanzanian office.

Vacancy Title: IT Associate

Overall role

The IT Associate will identify, locate and resolve common performance problems such as system, database, equipment and software faults. This individual is also expected to log incidents to the problem management system.

The role involves overseeing the security of the organization's information and communication technology systems. They will also be responsible to provide leadership in establishing information security policies, standards and procedures. They will also regularly review and endorse the organization's information security and risk management strategy to ensure that it is aligned with the organization's business strategy.

Essential duties and responsibilities:

- Carry out maintenance in accordance with organizational guidelines
- Determine user support issues against organizational guidelines
- Identify problems in equipment, system and/or software using appropriate tools
- Identify controls and solutions to address/mitigate risks
- Test incident response plans periodically to ensure response times and executed procedures are acceptable
- Identify threats and risks that are relevant to organization's operations and systems
- Test IT systems to ensure the problem has been solved and that the system's performance is not affected by the changes
- Assess operational and implementation costs, and evaluate them against the potential business impact if the policies and controls are not implemented
- Document information related to IT security attacks, threats, risks and controls
- Establish a standard methodology for performing security tests in accordance with security requirements
- Establish review procedures based on organization's security risk management plan
- Evaluate effectiveness of current incident response plan against industry good practices
- Prepare information security performance report based on results from analysis and correlation of information security events
- Rate and categorize potential security incidents
- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks

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Vacancy Title: IT Associate

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- Talk staff or clients through a series of actions, either face-to-face or remotely, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Asset management
- Provide support, including procedural documentation and relevant reports
- Support the roll-out of new applications
- AD User Management
- Antivirus management
- Set up new users' accounts and profiles and deal with password issues
- Respond within agreed time limits to call-outs
- Priorities and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Proactive in addressing active issues
- Good knowledge in Microsoft 365 and Microsoft Entra ID
- Strong knowledge of implementing and effectively developing IT operations best practices, including knowledge of security practices, Backup mechanisms, and disaster recovery protocols
- Implement change management process

Specific requirements for the position

The ideal candidate should have:

- A Bachelor's degree in IT, Computer Science or related field;
- 2 - 3 years of working in IT department;
- Exceptional verbal, interpersonal and written communication skills;
- Ability to work with team members.

Remuneration: Our remuneration packages are designed to attract and retain the best people as part of our team. We offer salary which is commensurate to each candidate's level of experience, competencies and role in the firm.

Applicants should apply by sending their CVs to

recruitment@tz.gt.com

Grant Thornton Tanzania

First Floor, Viva Towers, Ali Hassan Mwinyi Road

PO Box 7906, Dar es Salaam, Tanzania

T: +255 784 936 888