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Ursino Estate South, Plot No 44, Uporoto Street, 
(PO Box 33835), Dar es Salaam, Tanzania

Job Title: IT Support Officer

Accountable to: Head of Impact

Location: Dar es Salaam

Job Purpose:

At CAMFED we have ambitious plans for the organization and the girls and women we serve over the next few years. How we harness and use technology will be a critical factor in the success of these plans.

In this role you will join an IT operation that is very enthusiastic about technology and has been innovating for many years to achieve the best outcomes for our internal teams and our external clients. We believe in supporting users to grow, learn and thrive in their roles.

As a member of the IT team, beyond your core responsibilities, you will have access to many different types of technology to learn and develop your skills which will benefit your personal development and enhance the team's capabilities. For instance, the organization enjoys relationships with many different technology providers to deploy services globally, such as Salesforce, Google Workspace, Cisco Meraki, Microsoft, AWS, Zoom and more.

Specific Accountabilities:

- As IT Support Officer, you will be responsible for all first line and selected second-line user support for all hardware and software issues, reporting to Head of Impact and working within a small team to deliver professional and friendly support.
- You will have a robust level of IT knowledge, excellent team-working and relationship-building skills and an outstanding ability to work and communicate effectively with colleagues across international teams. You will share CAMFED's core values and ethos of transparency and accountability, and will bring high levels of energy, proactivity and commitment to the role.
- We are looking for a candidate who is as enthusiastic about technology as we are, and who is adaptable at working across multiple platforms to maintain systems and support users across the organization.

Person Specifications:

Essential:

- Bachelor's degree in computer science, or Information Technology.
- Minimum of Three (3) years' demonstrated experience in IT.
- A proven track record in working in an IT support desk environment managing cases, problem solving and proactively supporting users.
- Working knowledge of Windows Server Active Directory.
- Good understanding of Windows 10/11 and supporting PCs and troubleshooting hardware issues.
- Understanding of network infrastructure, including Local Area Networking, Wi-Fi, Switching.
- Personable, approachable, and well organized.

Desired Skills and Experience

- Windows Server Administration.
- Microsoft Azure/Entra ID
- Cloud services such as Google Workspace, Zoom and Office 365.

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- Familiarity in working with Salesforce.

Application Details:

Do you feel you meet the criteria for this exciting job opportunity? If so, please submit applications to hrtanzania@camfed.org on or before 12th April 2024, including your most recent CV (indicating three traceable referees- (should be current/previous line manager/HR representative) and covering letter, indicating Title of the job in the subject line of the email. Due to the volume of responses, only successful candidates will be contacted.

Board Members

Jeanne Karamaga Ndyetabura – Chair
Leonard Fabian Msigwa – Vice Chair
Shamsa Mkurungo, Fatuma Kisalazo, Mwajuma Hamza
Ludigalda Maurilyo Mavika, Hannah Mwakalinga



Job Title: Head of Impact
Reporting to: National Director
Location: Dar es Salaam.

CAMFED

CAMFED (Campaign for Female Education) is internationally recognized as a leader in education for girls, for its child protection policy and practice, and as a voice for girls' education and women's empowerment at the highest levels. Founded in 1993, CAMFED supports young women throughout their primary and secondary school years, into economic training and further education, and onto leadership, as role models, activists, and philanthropists.

Job Purpose:

The overall responsibility of the Head of Impact is to support CAMFED Tanzania's accountability, compliance and provide a basis for decision-making and promote knowledge management. The Head of Impact will ensure cohesive coordination of the Monitoring Evaluation Research and Learning Team, with other departments and providing strategic programme management advice to the National Director in support CAMFED's vision to multiply educational opportunities for girls/other vulnerable children and young women's successful transition in secure livelihood and leadership.

Key Accountabilities:

Strategic Leadership

- Provide strategic leadership to the CAMFED Tanzania Monitoring Evaluation Research and Learning Team (MERL) to deliver on key objectives.
- Represent the Camfed-Tanzania MERL Team at the Global MERL Team level.
- Identify strategies to ensure quality control over the delivery of programmes.
- Advise National Director and management team on emerging trends, patterns in data, outliers, and concerns, as well as evidence base for promising/effective practice in the context.
- Review and oversee MEL budgets as part of annual planning and quarterly review, and proposal writing.
- Stay abreast of relevant contextual secondary data to support programme learning and adaptation.
- Support in the development and delivery of country strategic plans and annual work plans.
- Responsible for completeness/accuracy/timeliness of data in Salesforce.

Management, Compliance and Supporting Role

- Manage the MERL team budget for CAMFED Tanzania.

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- Train and supervise M&E team and champions consistent with programme requirements.
- Technical support and training to districts in MERL.
- Support the development of donor proposals and reports and guiding on donor compliance during implementation.
- Ensure compliance with CAMFED's M&E policy.
- Support the development of external reports and communications of CAMFED's work –
- Provide professional oversight of data gathering, analysis, utilisation, and dissemination for CAMFED Tanzania.
- Ensure regular consolidation of quality programme data.

Monitoring, Evaluation, Research and Learning

- Oversee the monitoring and evaluation function of CAMFED's work.
- Lead the conduct of research, working to maintain CAMFED's high ethical standards and Child Protection Policies
- Lead the national design grant specific evaluation approaches/requirements, in collaboration with Regional MEL.
- Provide guidance to Programme Managers based on Learning outcomes derived from monitoring, evaluation and research of programme activities.
- Identify trends and variances in the programme and advise relevant programme staff.
- Ensure an accurate and up to date Salesforce system that tracks programme activities.
- Oversee the documentation of programme success stories and good practices.

Person Specification

Essential:

- Bachelor's degree or above in social sciences, education, planning & management, health informatics, public health, biostatistics, epidemiology, demography, information system or a similar relevant course of study. Master's Degree added advantage.
- Minimum of 6 (six) years demonstrated experience in planning, monitoring, and evaluation with reputed organizations preferably in education, health, or enterprises sector. At least 3 (three) years in managerial role.
- Knowledge on both qualitative and quantitative research methodology
- Competency in application of data collection, analysis, and visualization software (ODK, Kobo, Advanced MS Excel, SPSS, GIS, Power BI) is essential.
- Excellent analysis and writing analytical quality report skills are crucial.
- Effective communication skills, pro-activeness, positive attitude, and professional integrity.
- Experience of working with stakeholders (Local Government Authorities (LGAs), schools, young women, community groups and health facilities)

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