natural extracts industries ltd

Registered Office: Farm No. 440, Longuo A, Moshi Rural, Kilimanjaro, Tanzania
Postal Address: P.O. Box 7628, Moshi
Tel: +255 756 579 333   *Email:* info@nei-ltd.com

IT Intern (2 Posts)

Natural Extracts Industries Ltd (NEI) is pioneering the sustainable, natural flavour manufacturing industry in Tanzania and Uganda for global export, starting with vanilla, cocoa, and other flavour extracts. The company works in all areas from cultivation to post-harvest processing, value-add manufacturing and international sales and marketing. The smallholder outgrower network currently integrates over 10,000 vanilla farmers from Kilimanjaro, Arusha, Tanga, Morogoro, Iringa, Mbeya, Kagera, & Uganda. Through this sourcing model, NEI aims to deliver a long-term socioeconomic impact by doubling annual income per smallholder household.

Duties & Responsibilities

1. Technical Operations
   a. Managing the network and other IT infrastructure: This includes implementing, and managing IT best practices (e.g., ITIL version 4) for the installation, maintenance, and security of IT systems, end-user hardware, and other IT network infrastructure, ensuring smooth, secure, and reliable operation of the network, servers, and other IT equipment.
   b. Providing technical support to users: This includes helping users with troubleshooting technical problems, answering their questions, and providing training as needed.
   c. Maintaining and updating IT software and hardware: This includes installing and configuring new software, patching vulnerabilities, and upgrading hardware when necessary.
   d. Ensuring systems protection: This includes but is not limited to implementing hardware/user-device/network security, backup & disaster recovery (maintain at least three-tier data backups), adopting emergency response procedures, ensuring personal data protection, systems audit, and/or penetration testing
2. Project Execution
   a. Executing IT project plans: Putting project plans into action, including installing and configuring hardware and software according to project requirements and specifications, ensuring seamless integration and optimization of systems.
   b. Providing technical expertise: Utilising in-depth knowledge of hardware and software capabilities to troubleshoot issues, address challenges, and ensure optimal performance throughout project execution.
   c. Collaborating with project team members: Working effectively with other team members to achieve project goals, sharing information, and coordinating efforts to ensure efficient and timely completion of tasks.
   d. Monitoring project progress: Keeping track of project milestones, identifying potential roadblocks, and taking corrective actions to ensure projects stay on schedule and within budget.
   e. Communicating progress and issues: Providing regular updates on project status to relevant stakeholders, including technical leads and project managers, highlighting any challenges or concerns that may impact project delivery.
   f. Testing and quality assurance: Thoroughly testing implemented solutions to ensure they meet project requirements, identify and resolve any defects or errors, and deliver high-quality results that satisfy stakeholder expectations.
3. Liaising with partners, vendors, and service providers
   a. Communicate effectively with stakeholders: This includes management, users, and vendors; and liaising with the government on IT/cyber and data protection matters.
   b. Collaborate with other departments: The IT intern is responsible for working with other departments to ensure that the IT infrastructure meets the needs of the entire organisation

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Taste the Origin

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    c.   Supervise vendors: The IT manager is responsible for supervising work done by vendors for equipment, software, and services making certain that deliverables match expected quality, workmanship, and regulatory standards

4. Other duties & responsibilities
   a. Conduct any other activities as may be required to ensure successful IT-enabled operations and business performance for NEI.
   b. Furthering the company mission: to become a leading African manufacturer of premium natural flavour products for the home baking and commercial kitchen markets, while providing sustainable, increased income for smallholder farmers;
   c. Follow, without exception, all work instructions and safety rules, including Standard Operating Procedures (SOPs), Good Manufacturing Practices (GMPs), Good Health Practices (GHPs), Occupational Safety and Health Authority (OSHA) guidelines and regulations, as well as the Company's Certification requirements (i.e., USDA/EU/JAS Organic, Fairtrade, Rainforest Alliance, B-Lab, Ecovadis, etc), and Food Safety Systems Certification (FSSC 22000:2018v6) as per the Company's Quality Management System.
   d. Adhering to and instituting the company values of Integrity, Creativity, Passion, Sustainability, and inclusivity.
   e. Any other duties may be required from time to time by your supervisor, the management team or the Directors, to achieve the objectives of the Company.

Desired Qualifications & Experience

Diploma or equivalent (NTA Level 6) in Computer Science, Networking Engineering, Information Technologies, Software Engineering, Computer Engineering, or related disciplines.

Required Knowledge, Skills, and Abilities

1. Demonstrated initiative, ability to learn, and ownership of deliverables
2. Up-to-date knowledge of industry-standard computer hardware and software systems
3. Leadership skills, and ability to inspire and influence others would be an added advantage
4. Ability to communicate clearly and effectively, both oral and written, in English and Swahili in a multicultural environment and across people of different outlooks & experiences.
5. Ability to generate reports, analyse, visualise, & present data
6. Integrity, Passion for learning, critical thinking, and synthesis
7. Strong problem-solving skills. Experience in Project Management is an advantage
8. Familiarity with LDAP, IT Devices Management, ERP Systems, and Cloud computing environments (Microsoft Azure, AWS, Google Cloud)

Expression of Interest & Application

Interested candidates should submit their cover letter and CV to hr@nei-ltd.com by 31st July 2024. Applicants must indicate in the subject line the role being applied for, failure to do so may lead to disqualification.

<u>* NOTICE ***</u>**

Natural Extracts Industries Ltd does not demand payment in any form for any job placement.