



www.camfed.org   
tanzania@camfed.org   
+255 22 276 1065 / 1066   
Ursino Estate South, Plot No 44, Uporoto Street,   
(PO Box 33835), Dar es Salaam, Tanzania

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**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](mailto: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**

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