



Job Description

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Job Title ICT Manager	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Manager	Industry Non-profits (NGO)
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Non-profits (NGO): 5 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Information, Communications and Technology Manager is responsible for leading, managing, and improving the company's ICT function to ensure reliable, secure, cost-effective, and efficient technology services across the company. The position oversees ICT infrastructure, systems, cybersecurity, connectivity, business applications, user support, ICT assets, licenses, vendors, and digital service delivery.

The role ensures that ICT systems effectively support research, programs, laboratories, finance, human resources, administration, data management, and institutional operations. The ICT Manager also provides strategic advice to Management on ICT investments, digital transformation, cybersecurity, data protection, systems integration, and business continuity.

Responsibilities

1. Lead the development and implementation of ICT strategies, policies, procedures, standards, annual work plans, and budgets aligned with the company's strategic and operational priorities.
2. Provide technical leadership and advice to Management on ICT infrastructure, cybersecurity, systems improvement, digital transformation, business continuity, and technology-related risks.
3. Oversee the design, installation, maintenance, and improvement of ICT infrastructure, including networks, servers, internet connectivity, wireless systems, firewalls, storage, backup systems, end-user devices, and cloud services.
4. Ensure reliable ICT services across company offices, branches, laboratories, and project locations, including timely response to system failures, connectivity issues, and user support needs.
5. Manage company systems and applications, including ERP, HR systems, finance systems, procurement systems, email, collaboration platforms, data systems, laboratory systems, and other business applications.
6. Work with departments and projects to identify ICT needs, improve digital workflows, support systems automation, and ensure that ICT services respond to company
7. Lead implementation of cybersecurity controls, including access management, endpoint protection, patch management, email security, data backup, system monitoring, vulnerability management, and incident response.
8. Ensure compliance with applicable data protection requirements, donor obligations, company policies, audit recommendations, and good practice in the secure handling of company and research data.
9. Enhance and monitor ICT helpdesk or ticketing processes to ensure timely resolution of user requests, incidents, hardware/software problems, and systems access issues.

10. Maintain an updated ICT asset register and oversee allocation, tagging, maintenance, replacement, movement tracking, and disposal of ICT equipment in line with the company and donor requirements.
11. Manage ICT licenses, subscriptions, warranties, service contracts, vendor relationships, and service-level agreements to ensure value for money and continuity of services.
12. Support ICT procurement processes by preparing technical specifications, participating in evaluations, reviewing vendor proposals, and ensuring quality and fitness for purpose.
13. Develop, maintain, and periodically test ICT backup, disaster recovery, and business continuity arrangements for critical systems, data, and services.
14. Ensure appropriate user access controls, including timely creation, modification, periodic review, and deactivation of system access for staff, consultants, interns, and project personnel.
15. Support research, laboratory, data, and project teams in planning and implementing ICT solutions, including connectivity, systems, hardware, secure data storage, and field technology support.
16. Supervise, mentor, and appraise ICT staff, ensuring clear work plans, performance expectations, accountability, teamwork, and continuous professional development.
17. Conduct periodic ICT awareness and capacity-building sessions for staff on cybersecurity, data protection, systems use, digital collaboration tools, and responsible use of ICT resources.
18. Prepare periodic ICT reports for Management covering ICT performance, service availability, support requests, cybersecurity issues, asset status, major risks, and planned improvements.
19. Maintain proper ICT documentation, including network diagrams, systems records, access logs, licenses, contracts, backup schedules, technical configurations, SOPs, and audit evidence.
20. Perform any other duties as assigned by the supervisor to support effective company operations.

Education & Qualifications

1. Bachelor's degree in information technology, Computer Science, Computer Engineering, Information Systems, Telecommunications, Cybersecurity, or a related field from a recognized institution.
2. A master's degree in information technology, Information Systems Management, Cybersecurity, Business Information Systems, Digital Transformation, or a related field is an added Professional certifications such as ITIL, CCNA/CCNP, Microsoft Certified Professional, Microsoft 365/Azure Administration, CISSP, CISM, CEH, CompTIA Security+, Project Management, or related ICT certifications are desirable.

Requirements

1. Minimum of five years of progressive experience in ICT management, systems administration, network administration, cybersecurity, infrastructure management, or digital systems support.
2. At least three years of experience in a supervisory role.
3. Experience working in a research institution, public health organization, NGO, donor-funded environment, academic institution, or multi-site organization is highly preferred.

Characteristics

1. Strong knowledge of ICT infrastructure, networks, servers, cloud services, storage, backups, firewalls, endpoint devices, and internet connectivity.
2. Good understanding of cybersecurity, data protection, access control, patch management, incident response, vulnerability management, and secure systems administration.
3. Practical knowledge of enterprise systems, Microsoft 365, ERP systems, HR/finance/procurement systems, databases, and collaboration platforms.
4. Ability to develop ICT policies, SOPs, technical specifications, budgets, service standards, and management reports.
5. Strong project management, analytical, troubleshooting, and problem-solving skills.
6. Excellent leadership, supervisory, interpersonal, and customer-service skills.
7. Ability to explain technical issues clearly to non-technical users and work effectively with scientists, projects, operations teams, vendors, and Management.
8. Ability to manage multiple priorities, work under pressure, respond to urgent ICT incidents, and meet deadlines.
9. High level of integrity, confidentiality, accountability, and commitment to safeguarding company information and digital assets.
10. Fluency in written and spoken English and Kiswahili.

Reporting To

Chief Operating Officer

Driving Licence

Not Required

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