



CAREER OPPORTUNITY: INFORMATION COMMUNICATION TECHNOLOGY (ICT) OFFICER.

(RE-ADVERTISING)

Duty Station: **Dar es Salaam, Tanzania**

Reports To: **Head of Programs**

Contract Duration: **One year (renewable, subject to performance and availability of Funds)**

About TEN/MET

The Tanzania Education Network/Mtandao wa Elimu Tanzania (TEN/MET) is a national network that brings together civil society organizations working to strengthen education policy, practice, and accountability in Tanzania. We work to promote inclusive, equitable, and quality education through advocacy, capacity building, research, and collaboration with stakeholders.

To support our mission, we are seeking a dynamic ICT Officer to lead the development, implementation, and management of ICT infrastructure and knowledge systems that enable efficiency, security, and organizational learning.

Purpose of the Role.

The ICT Officer will oversee TEN/MET's ICT environment systems. This includes managing ICT infrastructure, ensuring data security, supporting digital platforms, and driving initiatives to strengthen institutional memory, collaboration, and learning.

Key Duties and Responsibilities

ICT Systems and Infrastructure

- Manage ICT infrastructure including LAN, servers, VPN, CCTV, internet connectivity, and cloud services.
- Install, configure, and maintain hardware/software, ensuring efficient user support.
- Implement cybersecurity measures (antivirus, firewall, backups, disaster recovery).
- Oversee timely troubleshooting, repair, and maintenance of ICT equipment.

Digital Platforms and Communication

- Manage staff emails, group mailing lists, and collaboration platforms (Google Workspace, Microsoft 365, Teams, Zoom).
- Update and maintain TEN/MET's website with reports, newsletters, and key content.
- Monitor website performance, recommend improvements, and support website refurbishment efforts.

Database and Information Management

- Develop and maintain the TEN/MET members' database and ensure accuracy and security.
- Support statistical data collection, analysis, and dissemination systems.
- Ensure compliance with Tanzanian and international data protection standards.
- Archive project reports, evaluations, and best practices for institutional memory.

ICT Planning and External Engagement

- Prepare ICT annual plans and budgets, monitor expenditures, and advise on ICT procurement.

- Engage with third-party providers (e.g., website hosting, survey tools).
- Stay current with ICT innovations and advise on adoption.

Capacity Building and Support

- Provide technical support and training to staff and members on ICT related systems.
- Build internal capacity for ICT use, digital collaboration, and knowledge sharing.
- Foster a culture of continuous learning and innovation.
- Train staff on Knowledge Management systems (digital libraries, repositories, content management tools).

Flexibility

- Perform other related duties as required to support TEN/MET's ICT functions.

Qualifications and Experience

- Bachelor's Degree in Information Technology, Computer Science, Information Systems, or any other related field.
- Professional certifications (e.g., CCNA, Microsoft, ITIL, CompTIA) are an advantage.
- At least 5 years of progressive experience in ICT administration.

Strong experience with:

- Website CMS (e.g., WordPress, Wix, Drupal)
- Database development (MS SQL Server, Oracle, MySQL)
- Cloud platforms (Google Workspace, Microsoft 365, Zoho)
- Solid understanding of ICT security, data protection, and compliance (including Tanzanian context).
- Demonstrated skills in user support, troubleshooting and ICT capacity building.

Key Competencies

- Analytical thinking and problem-solving
- Excellent communication and interpersonal abilities
- Confidentiality, ethical conduct, and attention to detail
- Capacity-building and facilitation skills
- Adaptability and innovative thinking
- Team player with a collaborative spirit

How to Apply

Interested candidates should submit:

- A CV (max 4 pages)
- A cover letter (1 page) highlighting suitability for the role
- Copies of academic certificates
- Contact information for three referees

Applications should be sent to recruitment@tenmet.or.tz cc humanresources@tenmet.or.tz with the subject line: **"Application for ICT officer"** Deadline: **30th September 2025** (midnight EAT).

Equal Opportunity

TEN/MET is an equal opportunity employer. We encourage applications from women, persons with disabilities, and other marginalized groups. Employment decisions are based on merit and suitability for the role.

Only shortlisted candidates will be contacted.