

# Vacancy:

## JUNIOR INFORMATION SYSTEM SUPPORT OFFICER (2x)

Ref: 2023-10



Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the preferred provider of accessible specialized health services in Africa and serves - as healthcare social enterprise and through development programmes - the community and the most vulnerable. CCBRT is Tanzania's largest local provider of disability and rehabilitation services in the country. We're committed to empower people with disabilities and their families, improving their quality of life, and ensuring access to medical and rehabilitative treatment. We prevent lifelong disabilities wherever possible, and are therefore also engaged in extensive maternal and newborn healthcare (MNHC) activities including obstetric fistula repairs.

*CCBRT is looking for 2 energetic, multi-skilled **Junior IS Support Officers** eager to provide technical support to our clinical and programme teams*

### Your role

As Junior IS Support Officer, you: Develop SQL based reports and conduct analysis utilizing management tools such as SQL Management Studio; Provide ongoing support for various business applications interfaces; Act as a liaison between user groups to evaluate their needs, recommend solutions and communicate the impact of the proposed solutions and changes to all impacted users; Provide training and documentation to end user for specific business applications; Test and implement software application changes and releases to users; Coordinate Software patching and upgrades, Become the champion and super user for new system changes and take part in training and supporting staff on system; Enroll users and maintain system security; Control and monitor user access to business applications, supporting systems and databases; Monitor and optimize applications and database performance; Identify modifications needed in existing applications to meet changing user demands and needs; Register all requests and jobs done in Helpdesk System. You will be a member of the Innovation and Business Analysis (IBA) department.

### Your qualifications and work experience

- Bachelor's degree in Computer science, Information Technology or any other related field
- Proven experience in IT technical support or IT service delivery
- Technical Certifications in ITIL, Microsoft, Linux, or Cisco is an added advantage.
- Proficiency in Windows/Linux/Mac OS.
- Ability to work with minimal supervision
- Pro-active and Result-focused
- Client-focused
- Good communication skills in both English and Swahili

*This position will be offered with an output based remuneration, with a fixed and flexible part*

If you are matching the above criteria and you are interested, please submit your curriculum vitae with 2 references and a cover letter telling us why you believe you are the right person for the role.

CCBRT is an equal opportunities employer and encourages people with disabilities to apply. Please send your application via email to: [recruitment.ccbirt@ccbirt.org](mailto:recruitment.ccbirt@ccbirt.org). A technical assessment is part of the selection process.

**Please indicate job reference number: 2023-10 | DEADLINE FOR APPLICATIONS: 23<sup>th</sup> May 2023**  
(selection process is ongoing so assessment might commence upon receipt of suitable applications)