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## ADVERTISEMENT FOR VACANCY.

Tanzania Health Promotion Support (THPS) is an indigenous NGO established under nongovernmental organization act No 24 of 2002 in 2011. THPS works in partnership with the Ministry of Health (MOH), Ministry of Community Development Gender Elderly and Special Groups; Regional Administration and Local Governments (PORALG), Ministry of Health in Zanzibar and Ministry of Home Affairs (MoHA) with a goal of ensuring accessible high-quality health care and social welfare services to all Tanzanians; through strengthening of health and community systems.

THPS therefore is seeking competent, experienced, dynamic and qualified candidate to fill the position below:

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| **POSITION TITLE:** | **Assistant Systems Administrator** |
| **REPORTS TO**: | Systems Administrator |
| **LOCATION:** | **Dar Es Salaam** |

**OVERALL RESPONSIBILITIES:**
Responsible for maintaining the stability, security, and efficiency operation of the entire ICT infrastructure that includes computer systems, Linux and Windows Servers and Cloud infrastructure. This role demands technical expertise, problem-solving abilities, and the capability to manage and execute multiple IT projects concurrently. The incumbent will be part of Help Desk Team that involves close collaboration with various departments to support business-critical operations and ensure seamless system performance.

**SPECIFIC RESPONSIBILITIES:**
- **Infrastructure Management:** Responsible for the installation, configuration, testing, and deployment of server hardware and software, covering LAN/WAN infrastructure, operating systems (Linux, Windows), email, databases, web development platforms, firewall systems, and network services (DNS, DHCP, NFS). Assist with the administration, monitoring, updating, and troubleshooting of ICT infrastructure. Contribute to the management and optimization of cloud services, ensuring secure and efficient integration of cloud-based applications and data storage in accordance with the organization's security policies. Additionally, develop, test, and support SharePoint sites, workflows, and document management systems.
- **Network Management:** Install, configure, and maintain LANs, WANs, and network segments to ensure seamless connectivity. Manage network equipment, including routers, switches, firewalls, and VPNs, to optimize performance and swiftly resolve hardware and software issues.
- **Database and System Maintenance:** Manage and maintain databases (MS SQL, MySQL) to ensure data integrity and availability. Perform patch installations, software upgrades, and regular system audits. Contribute to the design and implementation of user-friendly interfaces and functionalities to improve internal and external communication and data management. Participate in the development,

programming, testing, debugging, and implementation of new application system releases, modules, and features.

- **System Security:** Support the implementation, operation, and maintenance of security protocols to safeguard systems from unauthorized access, breaches, and other threats. Conduct regular security audits, manage digital certificates, address identified vulnerabilities, and monitor system and security logs. Oversee the administration of access control lists, including rights and privileges, and actively participate in security incident response activities.
- **User Account Management:** Administer user accounts, permissions, and access controls, including management of Active Directory and Group Policy. Oversee user access for O365 and ERP systems, ensuring appropriate and secure access levels.
- **System Monitoring and Optimization:** Continuously monitor system performance, analyze logs, and proactively address potential issues. Utilize management tools to oversee data center health and respond to hardware issues. Execute software distribution updates, scripting, and testing. Provide maintenance and support for both existing and legacy applications, including version control, deployment, and user training.
- **Backup and Recovery:** Support the implementation and testing of Disaster Recovery and Business Continuity (DRBC) plans and backup services. Ensure data integrity and system availability through adherence to standard procedures, regular testing, and timely updates.
- **Technical Support:** Provide advanced technical support to end-users by resolving hardware, software, and network issues in collaboration with the IT Assistant. Escalate problems and tasks as needed, following established procedures, and monitor issues through to resolution. Identify problem patterns and consult with supervisors to recommend solutions. Assist with the receipt, inspection, and verification of incoming ICT assets and supplies.
- **Documentation and Training:** Create technical documentation for existing and new applications, including functional specifications and training materials. Stay updated on current technology trends and coaching strategies, conduct benchmarking, and recommend relevant hands-on training sessions or new acquisitions.
- Perform any other ad hoc duties as required.


QUALIFICATIONS AND EXPERIENCE:
- Bachelor's degree in Computer Science, Computer Engineering, Information Technology or a related field from a recognized institution.
- A minimum of three (3) years of experience in systems administration and maintenance, information systems analysis and programming, database installation and management (including MS SQL and MySQL), website development, software development, and hardware installation.
- Experience with programming languages (e.g. Python, PHP) and frameworks/systems. Familiarity with current technologies including enterprise backup and recovery, systems performance monitoring, active directories, virtualization, HTTP traffic, content delivery, and caching. Programming experience is essential, with a strong preference for skills in supporting ERPNext and administering the Frappe cloud platform.
- Possess in-depth knowledge of operating systems (Linux, Windows), network protocols (TCP/IP, DNS, DHCP, WINS, HTTP, SNMP, SMTP, POP3, IMAP, NTP),

system security, and virtualization technologies. Experience with scripting languages (PowerShell, VBScript) for automation and system management is required.

- Possession of IT-related certifications in Linux, Microsoft, or network-related fields (e.g. CCNA, MCSE, CISSP, CompTIA Linux+, CompTIA Security+, CEH) is advantageous.
- Attention to detail, ability to follow instructions precisely, and a flexible attitude are essential. Must be able to work both independently and as part of a team, while effectively managing unexpected demands.
- Possess strong analytical and conceptual thinking with a proactive, enthusiastic, and output-driven approach. Integrity, credibility, and a willingness to identify, implement, and drive improvements are key attributes.

**How to apply:**

Interested applicants should send their applications through https://erp.thps.or.tz/jobs and attach a CV four pages maximum **by September 9th 2024**. Only shortlisted applicants will be contacted. Please do not attach any certificates when submitting online.

THPS is an equal opportunity employer; women and people living with HIV/AIDS are encouraged to apply.