
Terms of Reference (ToR). For Junior Consultant.

Junior ICT Support – CSS SOMA Project

Position Title: Junior ICT Support Officer

Reporting To: CSS SOMA Project Lead / SCCULT ICT Manager

Workstation: SCCULT HQ (Dar es Salaam), with field travel as needed

Duration: 12 Months (Renewable based on performance)

1. Background

SCCULT (1992) LTD, in collaboration with development partners (DSIK, UmojaSwitch, UBX), has developed the Shared Core SACCOS System (CSS SOMA) as a digital infrastructure to transform cooperative financial services in Tanzania. With CSS SOMA entering full-scale deployment, the integration of mobile banking platforms (Mobile App, USSD, API) calls for strengthened first-line technical support to ensure seamless onboarding, adoption, and support for SACCOS across the country.

2. Purpose of the Role

The Junior ICT Support Officer will provide tier-1 technical support, onboarding facilitation, mobile banking integration assistance, and maintain documentation logs to ensure smooth operations of the CSS SOMA platform. This role is critical in enabling reliable service delivery for SACCOS and members across digital channels including Mobile App, USSD, and APIs.

3. Key Responsibilities

A. Technical & User Support

- Offer first-line support for system access, login issues, and feature navigation (e.g., Loans, Amana/Akiba Accounts, Transfers, and USSD).
- Respond to user queries via helpdesk platforms; escalate complex issues to system developers (UBX) or senior ICT staff.
- Provide technical troubleshooting during USSD or mobile app downtimes.

B. System Onboarding & Configuration

- Participate in onboarding activities including SACCO profiling, system access setup, and data formatting.
- Assist in preparing and verifying onboarding checklists (profile accuracy, KYC, sub-accounts, loan parameters).
- Conduct remote and onsite onboarding support sessions.

C. Mobile Banking Integration Support

- Perform pre-UAT and live testing of mobile banking functions:
 - USSD loan requests (e.g., Weekend & Sikukuu loans).
 - Bill payments (LUKU, GePG, Airtime).
 - Internal and interbank transfers.
- Monitor real-time API transaction logs; assist with integration between SOMA, UmojaSwitch, and MNOs.
- Track common mobile issues (e.g., SIM swaps, MFA access, PIN reset).

D. Documentation & Reporting

- Maintain up-to-date logs of technical issues and their resolutions.
- Assist in compiling onboarding status reports and mobile platform usage analytics.
- Document field visits, testing feedback, and user engagement summaries.

4. Qualifications & Competencies

- **Education:** Diploma or Bachelor's Degree in ICT, Computer Science, Information Systems, or related field.
- **Experience:** Fresh graduates and individuals with experience in ICT support, digital onboarding, or software/system deployment are encouraged to apply
- **Technical Proficiency:** Familiarity with:
 - Database basics and API interactions
 - USSD and Android applications
 - Mobile banking and financial technology platforms

- **Languages:** Fluent in English and Kiswahili (written and spoken).
- **Behavioral Attributes:**
 - Strong interpersonal and communication skills
 - Good documentation and analytical ability
 - Willingness to travel regularly

5. Expected Deliverables

- Weekly updated logs of technical support cases resolved or escalated.
- Verified onboarding checklists for each SACCO supported.
- Reports on user acceptance testing (UAT) feedback for mobile platforms.
- Monthly summary reports on SACCO onboarding progress and issues encountered.

6. Reporting & Supervision

This position will report to the CSS SOMA Project Lead under the ICT Department and will work closely with:

- System Developers (UBX)
- Mobile Banking Providers (UmojaSwitch)
- Onboarding Coordinators
- Field Training Teams (DSIK)

7. Mode of application

- Interested candidate should submit their CV to the following e-mail by 25th April 2025 at 17:00 (EAT): Office.Tanzania@dsik.org copying to info@sccult.tz
- For any enquiry you may contact, Mr. Francis Kidyellah via Tel: +255 789 118 721 or Mr. Mahmoud Mwase on : +255 764 931 707.

Note: We thank you in advance for Curriculum Vitae submission. However, applicants who will not hear from us within 10 days after the deadline should consider themselves unsuccessful.