**TANZANIA POSTS CORPORATION**

**VACANCIES ANNOUNCEMENT**

*05 February, 2024*

The Postmaster General of Tanzania Posts Corporation (TPC) invites dynamic, proactive, experienced and suitable qualified Tanzanians to fill 24 vacancies posts.

The Tanzania Posts Corporation (TPC) was established by Act of Parliament No.19 of 1993 and became operational on the 1st January,1994. As a designated public postal operator, TPC is obligated to abide by universal services obligation (USO) which mandates the Corporation to provide accessible, affordable, and reliable postal services to the people of the United Republic of Tanzania in all corners of this country.

## 1.0 MANAGER – FINANCIAL AND AGENCY SERVICES - 1 Post

a. **Entry Qualifications**

Holder of Master Degree in one of the following fields: in Business Administration, Commerce, Public Administration, Information Technology, Computer Engineering, Computer Science, Business Management, Social Sciences, Economics and Finance, Banking and Finance or equivalent qualification from a recognized institution with at least working experience of 8 years and must be at senior position.

b. **Duties and Responsibilities**
   i. To monitor performance of Financial Services to ensure revenue realization against annual budget targets.
   ii. To support efforts by IT to grow revenues in the areas of Financial Services, Tele-centers and Agencies.
   iii. To regularly reconcile Financial Services remittances and ensure optimal use of the floats.

iv. To compile and submit monthly reports on Financial Services performance against targets.

v. To ensure that all staff handling financial services adhere to all the specified processes.

vi. To generate reports for financial services and tele-center's highlighting areas of concern and make recommendations for improvements

vii. To monitor IFS reconciliations to ensure that accounts owed to the company by other administrations are followed up and paid on a    regular and timely basis.

viii. To ensure all agency services offices are supplied with adequate forms and stationery.

ix. To review operational arrangements to ensure maintenance of standards and staff productivity to meet customer requirements.

x. To review policy on the running of postal agencies services and submit proposals for improvement.

xi. To authorize payments with respect to money transfer agency services.

xii. To follow up maintenance of agency equipment such as computers, point of sale machines and printers to ensure efficient business operation; and

xiii. To perform any other duty assigned by Director of E-Business, Financial and Agency.

c. **Salary Scale: TPCSS 11**
d. **Age Limit**: Not more than forty five (45) years.

## 2.0 MANAGER – ELECTRONIC BUSINESS - 1 Post

### a. Entry Qualifications

Telecommunications, Information Technology, Computer Engineering, Computer Science, Information System and Network Engineering, Information and Communication Technology, Electronics and Communication Engineering, Information and Communication Systems Management, Business Management or equivalent qualifications from a recognized institution with at least working experience of 8 years and must be at senior position.

### b. Duties and Responsibilities
i. To be responsible with driving top line for the e-commerce channel through majority of sources minus Search Engine Marketing, (SEM) & Organic.

ii. To tie up with online distributors and drive top line Engage with the Call Centre to drive sales and Issuance for the entire channel

iii. To be responsible with enhancement of the platform and process from time to time to maintain an excellent user experience

iv. To be chief custodian to the process note and bring necessary changes from time to time

v. To manage attribution of sale between sources in a complaint manner

vi. To optimize landing pages and user funnels Experience with A/B and multivariate experiments

vii. To liaise with E-Business services vendors/ partners (Net smart, SAGE PESTEL, Selcom, TTCL, MNOs) for planning, deployment and maintenance of payment system, other e-channels deliveries

viii. To analyze customers' usage of E-Business services products, working with marketing & business development and Strategy & Planning directorates to increase usage of E-Business services channels as well as improve user-friendliness of the products.

ix. To manage technical implementations of E-Business services projects, which involve programming, procurement, deployment, maintenance, troubleshooting, education, User acceptance testing, risk assessments/ mitigation and emergency response; and

x. To perform any other duty assigned by Director of Operation.

c. **Salary Scale: TPCSS 11**
d. **Age Limit**: Not more than forty five (45) years.

## 3.0 ECONOMIST II - 2 Posts

a. **Entry Qualifications**

Holder of Bachelor Degree in one of the following fields; Economics, Project Planning and Management, Economics and Statistics, Economics and Finance, Agricultural Economics and Agribusiness, Statistics or equivalent qualifications from recognized institutions.

b. **Duties and Responsibilities**

i. To assist in issues related to planning and budgeting;

ii. To assist in planning and control development projects;

iii. To assist to identify income generation activities;

iv. To assist in the preparation of short and long term plan and strategies;

v. To prepare guidelines for planning and assist in the coordination, preparation, implementation, monitoring and evaluation of the strategic plan;

vi. To compile budget estimates of Directorates, Units and Sections according to issued budget framework guideline;

vii. To compile Cooperation's projects, work plans and monitor implementation;

viii. To review Cooperation's strategic and business plans;

ix. To review and recommend on Cooperation's Action Plans;

x. To propose strategies for improving performance; and

xi. To perform any other related duties as may be assigned by the supervisor.

**c.** **Salary Scale:** TPCSS 4

**d.** **Age Limit**: Not more than thirty years (30) years.

## 4.0 MARKETING OFFICER II - 10 Post

### a. Entry Qualifications

Holder of Bachelor Degree or Advanced Diploma in one of the following fields: Marketing, Entrepreneurship, Commerce or Business Administration majoring in Marketing, Entrepreneurship or equivalent from a recognized University/ Institution.

### b. Duties and Responsibilities

i. To seek for advertising revenue;

ii. To sell Cooperation products;

iii. To make Follow-up on payments from Radio and TV customers;

iv. To provide relevant information relating to performance of Cooperation products;

v. To provide feedback on non-performing products and the way of improving it;

vi. To ensure that sales are not done to defaulters;

vii. To promote sponsorship of program and sell associated Cooperation products;

viii. To accomplish regional sales objectives by, training, assigning, scheduling, coaching, counseling, and disciplining sales team in assigned region;

ix. To achieve regional sales operational objectives by contributing regional sales information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining regional sales system improvements; implementing change;

x. To Meet regional sales financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions;

xi. To establish sales objectives by creating a sales plan and quota for region in support of corporation objectives;

xii. To maintain and expands customer base in all TPC offices in his/her region; building and maintaining rapport with key customers; identifying new customer opportunities; and

xiii. To carry out other duties related to his/her field as assigned by immediate supervisor.

c. **Salary Scale: TPCSS 4**

d. **Age Limit**: Not more than thirty years (30) years.

## 5.0 CUSTOMER SERVICE OFFICER II - 2 Post

### a. Entry Qualifications

Holder of Bachelor Degree in one of the following fields: Marketing, Economics, Commerce or Business Administration majoring in Marketing or Sales and Marketing or equivalent qualifications from a recognized institution.

### b. Duties and responsibilities

i. To answer inquiries by clarifying desired information; researching, locating, and providing information;

ii. To assist in resolving problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems;

iii. To fulfil requests by clarifying desired information; completing transactions; forwarding requests;

iv. To sell additional services by recognizing opportunities to up-sell accounts; explaining new features;

v. To keep equipment operational by following established procedures; reporting malfunctions;

vi. To update job knowledge by participating in educational opportunities;

vii. To enhance organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments; and

viii. To perform any other duties as may be assigned by supervisor.

c. **Salary Scale: TPCSS 4**

d. **Age Limit**: Not more than thirty years (30) years

**6.0 ICT OFFICER II – SYSTEM ADMINSTRATOR - 1 Post**

**a. Entry Qualifications**

Holder of Bachelor Degree in one of the following fields: Computer Science, Software Engineering, Network Engineering, Information System, Cyber Security, Information Technology, Computer Engineering or equivalent qualifications from a recognized Institution.

**b. Duties and Responsibilities**

i. Install, configure, operate, upgrade and maintain assigned server systems hardware, software and infrastructure including MS Windows, Linux and Unix Server platforms;

ii. Remote administration, train and support end users;

iii. Perform maintenance activities, system backups, restoration, and/or retention of systems, software, and data; Administrate servers, security systems, databases, business applications, tools, and manage user accounts;

iv. Prepare reports and documents for various stakeholders i.e system users and management;

v. Troubleshoot, document and communicate computer systems related problems, solutions and the implementation process; Provide appropriate infrastructure technology solution to support operations;

vi. Prepare systematic documentation for monitoring hosting infrastructure;

vii. Responsible for administration of server virtualization and infrastructure;

viii. Manage security access to assigned systems, related records, documents, and data; Perform backups and disaster recovery operations;

ix. Confer with employees and the project team to provide technical advice, support, and to resolve problems;

x. Create and update procedural and training documents for the assigned systems;

xi. Manage ICT assets, systems diagrams and related documentation;

xii. Manage hardware devices and licenses of all programs in use; and

xiii. Ensure high-availability of infrastructure, products and services.

**c. Salary Scale: TPCSS 5**

**d. Age Limit**: Not more than thirty years (30) years.

## 7.0 ICT OFFICER II – NETWORK MANAGEMENT - 1 Post

### a. Entry Qualifications

Holder of Bachelor Degree in one of the following fields: Computer Science, Software Engineering, Network Engineering, Information System, Cyber Security, Information Technology, Computer Engineering or equivalent qualifications from a recognized Institution.

### b. Duties and Responsibilities

i. To monitor performance, capacity, and availability of the network on an ongoing basis and recommend improvements in technologies and practices;

ii. To collaborate with other staff in the ongoing definition of network design, services and procedures so as to ensure business continuity;

iii. Participate in designing and installation of networks and related accessories and equipment;

iv. Maintain and repair of Network active and passive equipment; Troubleshoot all network security related problems;

v. Maintain and implement security strategy and standardization methods;

vi. Document and communicate network related problems, solutions and the implementation process;

vii. Participate in configuration and management program to install updated security tools;

viii. Perform maintenance activities, backups and restore of network components; Plan and appraise ongoing assessment and monitoring of application control, firewall, VPN, SSL, intrusion detection and prevention system and other network component policies;

ix. Guarantee network security best practices are executed through auditing: routers, change control, firewall configurations and monitoring;

x. Responsible for periodic vulnerability testing, and lead remediation;

xi. Articulate systems and methodologies as well as reply to security related events and support in remediation efforts;

xii. Coordinate and oversee log analysis for e-GA managed services offerings to ensure customer policy and security requirements are met; and

xiii. Maintain network security devices to enable pro-active defense of networks within managed service, providing protective monitoring to multiple customers.

c. **Salary Scale: TPCSS 5**

d. **Age Limit**: Not more than thirty years (30) years.

## 8.0 ICT OFFICER II – DATABASE ADMINISTRATION - 1 Post

a. **Entry Qualifications**

Holder of Bachelor Degree in one of the following fields: Computer Science, Software Engineering, Network Engineering, Information System, Cyber Security, Information Technology, Computer Engineering or equivalent qualifications from a recognized Institution.

b. **Duties and Responsibilities**

i. To design database structures and objects including tablets, views, procedures functions triggers etc;

ii. To perform database performance optimization and tuning;

iii. To perform administration of systems and database, server's virtualization and server infrastructure;

iv. To manage security aspects to the assigned system, database, integrity control, related record and documents;

v. To Install, upgrade and maintenance of software application and database;

vi. To maintain, administrate, monitor, problem management and production for databases;

vii. To undertake daily maintenance, testing, backup, and recovery of system and databases;

viii. To apply patches and upgrade of system and database;

ix. To install, configure, operate, upgrade and maintain assigned system hardware, software and infrastructure;

x. To provide appropriate infrastructure technology solution to support operations;

xi. To assist in Management of hardware devices, licensing and all programs as assigned;

xii. To produce database reports when requested and; and

xiii. To ensure high – availability of systems and services.

c. **Salary Scale: TPCSS 5**

d. **Age Limit**: Not more than thirty years (30) years.

## 9.0 ICT OFFICER II – MOBILE APPLICATION DEVELOPER - 1 Post
a. **Entry Qualifications**

Holder of Bachelor Degree in one of the following fields: Computer Science, Software Engineering, Network Engineering, Information

System, Cyber Security, Information Technology, Computer Engineering or equivalent qualifications from a recognized Institution.

**b. Duties and Responsibilities**
   i. To design, coding, and debugging mobile based applications based on various deployment platforms (e.g., USSD, SMS, Android, IOS etc.), operating systems, programming languages, database management systems, etc., software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis, etc.
   ii. To provide Administration, Operation and Maintenance support of Government Mobile Platform (m-GOV)
   iii. To assist and participate in analysis of user requirements, prototyping, development of new functionalities, maintenance of applications, integration of technological components, testing, deployment.
   iv. To design, code and debugging SMS, USSD and mobile based applications in various software languages
   v. To support, maintain and document software functionality
   vi. To install and configuration of appropriate application servers based on the application programs to be supported;
   vii. To support, maintain, and preparation of technical and user documentations for various software functionalities;
   viii. Software testing and quality assurance;
   ix. Performance tuning, improvement, load balancing, usability, automation;
   x. To produce detailed technical specifications and software code documentation;
**c. Salary Scale: TPCSS 5**

**d. Age Limit**: Not more than thirty years (30) years.

## 10.0 ICT OFFICER II – BACKEND PROGRAMMER - 1 Post

**a. Entry Qualifications**

Holder of Bachelor Degree in one of the following fields: Computer Science, Software Engineering, Network Engineering, Information System, Cyber Security, Information Technology, Computer Engineering or equivalent qualifications from a recognized Institution.

**b. Duties and Responsibilities**
   i. To design, code, and debugging software applications based on various
   ii. Deployment platforms (e.g. web, mobile, desktop etc.), operating systems, programming languages, database management systems, etc., software analysis, code analysis, requirements analysis,

software review, identification of code metrics, system risk analysis, software reliability analysis, etc;

iii. To assist and participate in analysis of user requirements, prototyping, development of new functionalities, maintenance of applications, integration of technological components, testing, deployment;

iv. To design, code and debugging web and mobile based applications in various software languages;

v. To analyze, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software and reliability analysis;

vi. To test Software and quality assurance;

vii. To support, maintain and document software functionality;

viii. To install and configuration of appropriate application servers based on the application programs to be supported;

ix. To support, maintain, and preparation of technical and user documentations for various software functionalities;

x. To train and support of software users for effective utilization of deployed systems;

xi. To assist in troubleshooting and resolving routine software application problems;

xii. Software modeling and simulation;

xiii. Front end graphical user interface design/programming;

xiv. To perform tuning, improvement, load balancing, usability and automation;

xv. To evaluate and identify new technologies for implementation;

xvi. To produce detailed technical specifications and software code documentation;

c. **Salary Scale: TPCSS 5**

d. **Age Limit**: Not more than thirty years (30) years.

## 11.0 DRIVER II - 3 Posts

a. **Entry Qualification**

Holder of Form IV Certificate and a Class "C1 or E" Driving License who has attended Basic Driving Course offered by VETA or any recognized Institution with Driving experience of at least one (1) year without causing accidents. Possession of Trade Test Grade II/Level II in Motor Vehicle Maintenance/Mechanics is an added advantage.

### b. Duties and Responsibilities

i. To drive Cooperation vehicles for administration purposes;
ii. To maintain log-books for each and every trip;
iii. Responsible for safe-keeping of the vehicle and tools entrusted to him/her;
iv. To maintain driver's required discipline;
v. To maintain cleanliness of the vehicle and tools;
vi. To report promptly any defects or problems detected in the vehicle;
vii. To attend minor repair and report;
viii. To adhere to maintenance schedules; and
ix. To carry out other duties related to His/her field as assigned by immediate supervisor.

### c. Salary Scale: TPCSS 2

### d. Age Limit: Not more than thirty five years (35) years.

## GENERAL CONDITIONS

i. Applicants must attach an up-to-date Curriculum Vitae (CV) having reliable contacts; postal address/post code, e-mail and telephone numbers.
ii. All applicants must be Citizens of Tanzania.
iii. People with disabilities are highly encouraged to apply and should indicate clearly in the application for Tanzania Posts attention;
iv. Applicants should apply on the strength of the information given in this advertisement.
v. Applicants must attach their certified copies of the following certificates: -
   Postgraduate/Degree/Advanced Diploma/Diploma/Certificates;
   Postgraduate/Degree/Advanced Diploma/Diploma transcripts;
   Form IV and Form VI National Examination Certificates;
   Professional Registration and Training Certificates from respective Registration or Regulatory Bodies, (where applicable); and  Birth certificate.
vi. Attaching copies of the following certificates is strictly not accepted: -
   Form IV and Form VI results slips; and Testimonials and Partial transcripts.
vii. An applicant must submit a recent Passport Size Photo.
viii. An applicant employed in the Public Service should route his application letter through his respective employer.
ix. An applicant who is retired from the Public Service for whatever reason should not apply.
x. An applicant should indicate three reputable referees with their reliable contacts.
xi. Certificates from foreign examination bodies for Ordinary or Advanced level education should be verified by The National Examination Council of Tanzania (NECTA).

xii. Professional certificates from foreign Universities and other training institutions should be verified by The Tanzania Commission for Universities (TCU) and National Council for Technical Education (NACTE).

xiii. A signed application letter should be written either in Swahili or English and Addressed to Postmaster General, Tanzania Posts Corporation, P.O. BOX 9551 Dar es Salaam and must be sent through "**EMS**"

xiv. Deadline for application is 18 th February, 2024;

xv. Only shortlisted candidates will be informed the date of interview; and

xvi. Presentation of forged certificates and other information will necessitate legal action;

**NOTE:** All applications must be sent through "**EMS**"

Postmaster General,
Tanzania Posts Corporation,
Posta House,
7 Ghana Street,
**11300 DAR ES SALAAM**

**APPLICATION TIME LINE** - 14 Days From The Date Of the advertisement.