



## VACANCY ADVERTISEMENT

Hand in Hand Eastern Africa-Tanzania (HIHEA TZ) is a Non-Governmental Organization (NGO) registered in Tanzania since 2018 with a mandate to operate in the country, and part of the Hand in Hand Global Network. Our vision is to empower the society, especially women, through the creation of sustainable enterprises and jobs. HIHEA (TZ) currently leads field operations through six branches, Moshi, Arusha, Manyara, Dodoma, Singida and Meatu Simiyu.

**SUMMARY: COMMUNICATION AND IT SUPPORT OFFICER JOB DESCRIPTION AND SPECIFICATIONS. REF. NO: HTZ COM-02/2025 (01) POST**  
**JOB LOCATION: ARUSHA**

### 1. JOB SUMMARY

The Communication and IT support officer will support HIHEA TZ in both technical IT functions and multimedia communication. The staff will assist in managing IT systems, supporting digital communication strategies, and playing a key role in photography, videography, and documentary content creation for organizational visibility and impact reporting.

### 2. DUTIES AND RESPONSIBILITIES

#### R1: Communication and Multimedia Production

- Capture high-quality photographs and videos during field activities, events, and training sessions.
- Create short video documentaries highlighting project impact, success stories, and beneficiary experiences.
- Edit photo and video content using tools like Adobe Premiere Pro, Final Cut, or other editing software.
- Write compelling captions and narratives to accompany visual content.
- Maintain and organize a digital archive of photo and video content.

#### R2: Content Creation and Digital Presence

- Assist in managing HIHEA TZ's website and social media pages (Facebook, LinkedIn, etc.).
- Create graphics, posters, and flyers for internal and external communications using tools like Canva or Adobe Illustrator.
- Support the development and distribution of newsletters and email updates.
- Assist in live coverage of events through photography and social media posting.

#### R3: Documentation and Reporting

- Assist in compiling media content for reports, presentations, and donor visibility.
- Support the documentation of IT-related issues and their resolutions.
- Help with writing case studies and communication briefs.

#### R4: IT Support

- Assist in the installation, setup, and maintenance of computers, printers, and network devices.
- Maintain an updated inventory of IT equipment and software.
- Monitor system and internet usage under supervision and report any technical anomalies.
- Support system testing and assist in user training on basic IT tools and systems.

#### R5: Other Duties

- Carry out any other IT or communication-related duties as assigned by the Supervisor.

### 3. REQUIRED QUALIFICATIONS, COMPETENCIES AND OTHER

#### a. Education and Training

- Diploma or higher education in information technology, Mass Communication, Multimedia, Journalism, or a related field.
- Practical knowledge of photography, videography, and video editing is required.

#### b. Skills and Competencies

- Proficiency in operating DSLR or mirrorless cameras and related equipment.
- Ability to shoot and edit professional-quality videos and photos.
- Skills in using editing tools (Adobe Premiere Pro, Lightroom, Canva, etc.).
- Basic understanding of IT systems, troubleshooting, and user support.
- Strong writing and storytelling skills in English and Swahili.
- Creativity and attention to detail.
- Organized, flexible, and able to work in remote field locations when needed.
- Strong interpersonal skills and the ability to work in a multicultural team environment.
- Public relations and Communication Skills

### 4. WORK EXPERIENCE.

- Minimum of 1 year of experience in communications, public relations, media engagement, or a similar role.
- Experience in developing and implementing communication strategies.
- Proven experience in managing social media accounts and content creation.
- Familiarity with working in NGOs, international organizations, or development projects will be an added advantage

Qualified and interested candidates should forward a cover letter and CV, citing the **Position** and **Reference Number to [careers@handinhandea.or.tz](mailto:careers@handinhandea.or.tz)** on or before close of business by **15<sup>th</sup> July 2025**

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***Disclaimer:***

*Hand in Hand Eastern Africa (TZ) is an equal opportunity employer and does not charge or accept any amount or security deposit from job seekers during the selection process or while inviting candidates for an interview.*