



Background

The Central Corridor Transit Transport Facilitation Agency (CCTTFA) is a multilateral agency established through an Agreement by seven Member States: Republic of Burundi, Democratic Republic of Congo, Republic of Rwanda, Republic of Malawi, United Republic of Tanzania, Republic of Uganda and Republic of Zambia. The mandate of CCTTFA is to coordinate and facilitate the development and improvement of transit transport along the Central Corridor.

To strengthen its procurement systems and ensure value-for-money, transparency, efficiency, and compliance with applicable policies, CCTTFA is enhancing the IT function. Accordingly, the Agency seeks to recruit a competent

JOB TITLE: IT Manager

Role and Responsibilities of the IT Manager

The IT Manager shall serve under the Directorate of Finance and Administration (DFA) and operate under the delegated authority of the Executive Secretary.

The overall objective of this role is to ensure effective planning, development, management, and security of the CCTTFA's Information and Communication Technology (ICT) systems and infrastructure. The position aims to support the Agency's operational efficiency, digital transformation, and data integrity across all departments, ensuring reliable connectivity, system security, and technological innovation in line with institutional objectives.

Key Roles and Responsibilities

- Plan, manage, and oversee all ICT systems, infrastructure, and services within the Agency, ensuring their reliability, security, and optimal performance.
- Develop, implement, and periodically review ICT policies, strategies, and standard operating procedures in line with international best practices and CCTTFA strategic goals.
- Manage and maintain the Agency's computer networks, servers, cloud systems, databases, and cybersecurity protocols, ensuring
- Oversee the procurement, installation, configuration, and maintenance of ICT equipment, software, and licenses in collaboration with the Procurement Unit.
- Provide technical support and troubleshooting for all IT-related issues, ensuring timely response and resolution for all users across departments.
- Administer user accounts, access rights, and system permissions in accordance with ICT security policies and confidentiality requirements.
- Design and implement disaster recovery and business continuity plans to ensure uninterrupted operations of critical ICT services.
- Lead the design, development, and updating of the Agency's official website, information portals, and digital communication platforms.
- Ensure regular backup, update, and protection of institutional data and documents stored in both local and cloud environments.
- Coordinate ICT-related capacity building for staff, including user training, cybersecurity awareness, and digital literacy programs.

- Conduct regular ICT audits and risk assessments to identify vulnerabilities and recommend corrective actions.
- Monitor ICT budget utilization, prepare technical specifications for ICT procurements, and ensure value-for-money in all ICT investments.
- Advise Management on emerging technologies and innovations that can enhance operational efficiency and digital transformation.
- Establish and maintain relationships with ICT service providers, consultants, and regulators to ensure compliance with applicable ICT laws and standards.
- Prepare and submit periodic (monthly, quarterly, and annual) ICT performance and systems maintenance reports to the Director of Finance and Administration.
- Ensure ethical use of ICT systems and compliance with data protection and confidentiality policies.
- Perform any other duties as may be assigned by the Executive Secretary and/or the Director of Finance and Administration.

III. Reporting / Coordination

The IT Manager shall report to the Director of Finance for day-to-day supervision and performance oversight. The IT Manager shall coordinate closely with all Directorates and Units to ensure the effective operation, security, and sustainability of the Agency's ICT systems and digital infrastructure.

Skills and Experience

In performing his/her duties, the IT Manager shall be required to demonstrate the following skills and competencies:

- Strong technical knowledge in ICT systems administration, network management, and cybersecurity.
- Excellent problem solving, analytical, and communication skills.
- Proven ability to plan, implement, and monitor ICT projects, systems upgrades, and digital transformation initiatives.
- At least five (5) years of relevant experience in ICT systems management, information security, and infrastructure administration, preferably within a regional, international, or intergovernmental organization.
- Experience in database management, website administration, and enterprise software systems.
- Proficiency in information technology applications including Microsoft Office Suite (Word, Excel, Access, PowerPoint), and knowledge of ERP platforms such as Odoo, SAP, SAGE, or Oracle.
- Experience in ICT policy development, budgeting, and strategic planning.
- Ability to train, mentor, and provide user support to multidisciplinary teams.
- Excellent interpersonal, intercultural, and organizational skills.

Minimum Qualifications

- Bachelor's Degree in Information Technology, Computer Science, Information Systems, or a related field from a recognized institution.
- A Master's Degree in Information Technology, Information Systems, or Business Information Management is a must.

- Professional certifications in ICT systems or networks (e.g., CompTIA, Cisco CCNA/CCNP, Microsoft Certified Systems Engineer (MCSE), or ITIL) are highly desirable.
- At least five (5) years of progressive experience in ICT management, systems administration, or infrastructure development, including a minimum of two (2) years in a managerial or supervisory capacity.
- Experience working in regional, intergovernmental, or donor-funded organizations will be an added advantage.
- Knowledge of data protection standards, ICT governance frameworks, and cybersecurity best practices.
- Proficiency in both hardware and software troubleshooting and ICT systems integration.
- Strong report-writing, analytical, and documentation skills.
- Fluency in English, with working knowledge of French or Swahili considered an added advantage.

Language Proficiency

- Proficiency in English is mandatory.
- Knowledge of French or Swahili will be an added advantage.

VII. Length of Contract

The duration of the contract shall be five (5) years, renewable subject to satisfactory performance and the availability of funds.

VIII. Nationality

Application Process

Interested candidates are invited to submit their applications, including the following Mandatory documents:

- A signed cover letter detailing their suitability for the role and addressed to:

The Executive Secretary, Central Corridor Transit Transport Facilitation Agency (CCTTFA) P.O. Box 2372 Dar es Salaam, Tanzania

- A signed and detailed Curriculum Vitae (CV) with at least three (3) professional references.
- Copies of academic and professional certificates.
- Copies of Certificates of Service from previous employers.

All applications should be submitted electronically to the following email address: vacancy@centralcorridor-ttfa.org

The deadline for submission of applications is 26th November 2025, at 23:59 p.m. (East African Time).

Note: Only shortlisted candidates will be contacted for interviews.