



1. JOB TITLE: Systems and Network Analyst

Department: Information Services and Operations

Location: Head Office-Dar es salaam

Validity period: 18/02/2026 – 03/03/2026

Summary

The primary duties of the System and Network Analyst are to install, upgrade and maintain computer systems applications and peripherals for FINCA office Data Centers and branches. This includes ensuring applications are operational at all the times as well as handling day-to-day problems with systems, attending to issues submitted by staff and licensing follow-up.

Essential Duties

- Develops, installs, tests and provides documentation for operating systems in use at FINCA office and for associated applications as per IT policy;
- Manage the content hosted on SharePoint and help expedite user adoption within an organization, Creating and configuring new sites, adding document libraries, Creating and configuring lists and forms
- Installation and management of CISCO and Fortinet devices (Switches, routers and Firewalls) under supervision of Supervisor .

- Install, configure as well as maintain storage hardware backup inclusive of physical plus virtual tape libraries or drives along with disk storage targets under supervision of Supervisor.
- Assist management to devise the most useful ways to apply SharePoint to a business's goals.
- Perform activities related to installation, configuration and managing SAN devices and fiber switches.
- Assist to evaluate new technologies for staff desktops and works with other technical staff to determine hardware and software needs;
- Maintain security of hardware and software on daily basis;
- Performs backups of data and operating systems for all critical machines;
- Respond to problem reports, machine crashes, hardware failures and power outages;
- Provides expertise in system usage to office staff as appropriate;
- Maintains password and group files, web server access;
- Ensure all computer applications are licensed and running recommended applications;
- Install the anti-virus on all workstations and servers;
- Install patches for the operating systems as per IT and Patch Management Policy.
- Installation, configuration and management of mail system
- Be custodian of IT Assets
- Perform other duties as may be assigned.

Competencies

- Strong technical orientation
- Ability to work well in a team environment
- High level of energy, creativity, flexibility, enthusiasm, commitment, self-confidence and initiative
- Accuracy, attention to details and awareness of deadlines
- A hard-working self-starter with initiative, able to set down priorities
- Ability to anticipate problems and proactively takes measures to control or minimize them

Qualifications

- Systems and network Administration/System Engineer certification in Unix and Microsoft.
- 1+ years of experience within a technical support environment, including hardware, software and network support experience
- Proven ability to resolve problems efficiently and effectively.

- Ability to recognize competence level of the users and address each situation appropriately
- Experience working in a heavy pressure environment preferred
- Proven ability to work creatively and analytically in a problem-solving environment
- Proven success in contributing to a team-oriented environment
- Proven ability to balance, prioritize and organize multiple tasks
- Excellent interpersonal, written and oral communication skills

Education & Experience

- Bachelor's degree in computer science or related fields
- Microsoft or related professional certification is a must
- Linux professional certification will be an added advantage
- Certification in CCNA or CCNP will be added advantage.
- Experience working with Fortinet and CISCO Firewalls will be an added advantage.

2. JOB TITLE: Data Analytics Officer

Department: Information Services and Operations

Location: Head Office-Dar es salaam

Validity period: 18/02/2026 – 03/03/2026

Summary

The primary duties of the data analytics officer will be to work closely with Data Analytics Unit responsible for data analytics, preparation of reports, and data management. Partner with stakeholders across multiple departments to help us understand and accelerate our business reporting needs.

Essential Duties

- Utilize strong oracle, SQL and MS Excel skills to provide high quality data analysis, report and support to stakeholders
- Prepare SQL scripts to directly query and analyze internal and external data
- Support preparation of analytic dashboards and KPI reports in BI tools.

- Maintain the strict confidentiality of all records and documents stored in the assigned systems and infrastructure.
- Provide technical advice and support in problem solving related to systems and applications.
- Be able to ensure data availability 24 x7 using non-disruptive administration tactics.
- Communicate regularly with technical, applications and operational staff to ensure database integrity and security
- Management of security aspects to the assigned systems, databases, integrity controls, related records and recovery control (ensuring all data is retrievable in an emergency)
- Execute other assignments as may be assigned from time to time by superiors.
- Perform other duties as may be assigned.

Preparation of reports

- Analyze user data needs and determine needs resolved through automated repeatable process.
- Prepare transparent standard reports and analyze to support business needs
- Creating crystal reports and upload to front end solution for end users
- Editing current report based on product and user requirements
- Document business requirements to depict user needs with complimentary technical requirements
- Ensure high data quality through regular quality checks
- Decompose high-level business needs into functional needs by understanding problem and determining data needs.
- Extract, filter and aggregate data through logical queries and basic programming.
- Develop and create data layout like tables, charts, graphs, heat maps and process flow diagrams.
- Monthly data upload to BOT for Credit Reference
- Data upload to BOT for RTSIS
- Managing CRB client report disputes
- Digital data management
- Other report preparation as assigned by supervisors
- IFRS and FSDR extractions and reporting
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- IFRS and FSDR extractions and reporting

Education and experience

- Bachelor Degree in computer science, Information technology or a related field.
- Experience working with databases management such as PostgreSQL Or SQL Server OR Oracle
- A comfortable hand on WPS or Python or R or Alterexy or any other programming language, this is just an additional skill
- Excellent Communication, Analytical and Presentation Skills
- Passionate about data and analyzing business needs
- Trainable
- Must be able to work with minimal supervision.

3. JOB TITLE: Application Support Analyst

Department: Information Services and Operations

Location: Head Office-Dar es salaam

Validity period: 18/02/2026 – 03/03/2026

Summary

Application Support Analyst provides support for all incidents, changes and requests pertaining to applications managed by IS department. Responsibilities include problem analysis for recorded incidents, requirement analysis for submitted requests, solution analysis, solution implementation, solution documentation, applications parameterization and software configurations, report analysis and design (not necessarily development), applications level 1 custodian and knowledge base management.

Essential Duties

- Ensure Core Banking System and all applications are running and performing at optimal level, under supervision of Applications Manager.
- Guide users in requirements documentation and documents requirements according to standard scenarios.
- Custodian of Functional Specification Documents, and solution validation documents.

- Handles all user guides, end user procedures and user applications manuals.
- In conjunction with Applications Manager and Project Manager, the role is the primary analyst of user requests and requirements in solution definitions and documentations.
- Addresses and resolves applications incidents and requests; Analyze applications incidents and requests; after problem analysis, engages other resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Insure all issues from users that are logged on service desk systems follow proper procedures and problem definitions.
- Performs systems end of day , month and year processes
- Assist Service Desk Analyst to create a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude.
- Can perform service desk analyst duties, such as incidents logging, user feedback and reporting, when required.
- Can customize source basic source codes for various in-house applications.
- Adheres to and supports IS systems, enforce standards, policies, and procedures to end users.
- Maintains and protects confidentiality with regard to all aspects of patient care and employee information.
- Adheres to Code of Conduct and Mission and Value statements.
- Parameterize Core Banking System and other applications according to analyzed requirements.
- Act as central point of all applications managed by IT department.
- Works closely with members of the application and infrastructure teams on timely resolution of reported incidents/issues.
- Ensure all reported and logged issues are well analyzed, defined and resolved with recorded resolutions.
- Provide second level applications technical support to end users.
- Monitor applications performance and provide periodic reviews for such applications.
- Participates in review of IS security processes/procedures under supervision Information Protection Officer and Application Support Manager.
- Work closely with Project Manager on Change requests analysis and change process management.
- Analyze and document problems and resolutions in defined standards and Knowledge Base systems.
- At a low level, review and amend in-house made applications source codes.
- Performs other duties as may be assigned

Knowledge, Skills & Abilities

- Demonstrates ability and desire to learn Core banking application, Infrastructure components, and other technologies.
- Understands applications hosting platforms, such as WebLogic, Apache, IIS, Tomcat etc.
- Fundamental knowledge in programming languages, such as Php, C# and Java (or other)
- Understands customer support processes and techniques.
- Understands basic principles of any Core Banking System
- Strong documentation skills
- Strong analytical skills.
- Ability to analyze, structure and solve IT related problems.
- Competency in MS office application products.
- Knowledge with Database management systems(Oracle, MS SQL etc)
- Knowledge with service desk management.
- Knowledge with reports development platforms.
- Knowledgeable in ITIL
- Knowledge in Orbit-Rubicon Core Banking Application will be added advantage.

Preferred:

- Competency in call center tracking tools
- Prior experience supporting customers in use of application software.
- Proficiency in using support software tools.
- Customer service orientation and/or prior customer service training.
- Strong understanding of HCA security-related procedures.

Education

Bachelor's degree computer science or related field.

How To Apply

**Please send your application letter and CV
to TZ_Recruitment@finca.co.tz**

Deadline for sending application is March 3, 2026

