



1. JOB TITLE: IT Support Assistant

On-site Tanzania Full time

IITA-TZ-2026-ST5-005

Dar es Salaam, Dar es Salam, Tanzania, United Republic of

Description

- Assist to provide software and hardware support for all of IITA's computer systems.
- Assist in support of end – users with IT related problems in a responsive and service-oriented manner.
- Assist in development and maintenance of the WLAN networks (Satellite, fibre, radios, Internet, ect)
- Assist in set – up, management and maintenance of IT related equipment.
- Assist to monitor back up jobs and ensure high level of completion success rate
- Assist to help put processes in place to maintain a stable network environment.
- Assist to trouble, shoot, installation and implementation of systems.
- Assist to develop and monitor performance levels of software and hardware and evaluate recommend and propose alternative methods of information processing.
- Assist in continuous improvement of network intrusion security and Antivirus protection procedures to achieve a secure and virus – free networking environment.
- Assist to maintain hardware and software maintenance agreements to ensure integrity of operation processes.
- Assist in maintenance of a comprehensive and functional inventory of IITA IT equipment (hardware and software).
- Assist in liaising with IT support staff at other IITA sites within the East and southern Africa region plus Headquarters.
- Assist to dissemination of specific procedures manuals for operating routines and network management tasks

- Assist in implementing IT policies, procedures, and standards.
- Provide support during meetings, workshops, and virtual sessions (e.g., setting up projectors, video conferencing tools).
- Liaise with external service providers for IT-related services when necessary.
- CCTV installation, maintenance, and configuration
- Wireless network support and maintenance
- Perform any other duties as may be assigned.

Requirements

Required Qualifications and Experience

- Bachelor's degree in information technology, Computer Science, or a related field.
- At least 1–3 years of relevant experience in IT support.
- Basic knowledge of networking, operating systems (Windows/Linux), and common office applications.
- Experience with troubleshooting hardware and software issues.

Skills and Competencies:

- Strong problem-solving and analytical skills.
- Good communication and interpersonal skills.
- Ability to work under pressure and meet deadlines.
- Customer-service oriented with a proactive attitude.

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2. JOB TITLE: **Digital Tools officer**

On-site: Tanzania Full time

IITA-TZ2026-R4D-006

Dar es Salaam, Dar es Salam, Tanzania, United Republic of

Description

1. Provide expertise to the PROSSIVA project in digital tool development, ICT data handling and web page management.
2. Serve as the focal point for the Digital Tools and Scaling Pillar for the cassava component in Tanzania and report on Pillar progress during cassava component meetings

3. Link with the Seed Tracker ICT platform team of IITA-Ibadan to support the scaling of the Seed Tracker application, and the enhancement of its features
4. Work with regulatory partners in Tanzania to enhance their use of Seed Tracker and increase their capacity to run the system independently, particularly for self-certification
5. Collect data analytics on seed producer SeedTracker usage for self-certification
6. Work with colleagues and partner institutions to enhance the integrated application of digital tools by regulators and seed producers
7. Work with colleagues to extend the use of the AI variety identification app - CropVAR
8. Deliver reports summarizing Pillar progress, including metrics quantifying data delivery, ICT tool usage, and access to the project website.
9. Perform all other related duties that may be assigned from time to time by the supervisor.

Benefits

- A first degree in Computer Science, Information Technology, Software Engineering, or a closely related field.
- Proven experience in digital tool development, ICT data management, and web page/website administration.
- Experience working with digital platforms, databases, and data analytics tools.
- Familiarity with agricultural digital tools and platforms is an added advantage.
- Demonstrated experience in supporting system scaling, feature enhancement, and user adoption of digital applications.
- Experience of working with stakeholders, including government/regulatory bodies and development partners, is desirable.
- Strong analytical, reporting, and documentation skills.
- Excellent communication and coordination skills.
- Ability to work independently and as part of a multidisciplinary team.

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