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| Title | Field Officer - MsingiTek |
| Reports to | Program Manager |
| Location | Tabora |

About MsingiTek: MsingiTek is a tablet based program that provides supplementary learning for students in Standards 1, 2, and 3. By putting [Imagine Worldwide's](#) tablets and [onebillion's software](#) in children's hands, the program provides a dedicated moment of individual learning, enabling students to strengthen foundational literacy and numeracy skills. MsingiTek contributes to children in Tanzania building the literacy and numeracy skills needed to achieve their full potential!

About TEDI: [Tanzania Enlightenment Development Innovations \(TEDI\)](#) is a non-profit organization dedicated to advancing equitable access to quality education and digital learning opportunities for youths and children across Tanzania. Through innovative, community-centered initiatives, TEDI works to empower schools, teachers, and students with the skills and tools needed to thrive in the digital age. As a select implementing partner for the MsingiTek program in Tabora, we are proud to help empower Tanzania's young learners to reach their full potential.

About You: You are passionate about making a lasting impact in communities, driven by the belief that every child deserves the opportunity to thrive. You excel at building relationships, inspiring action and ownership in others, and strengthening capacity through guidance and feedback. Thriving in dynamic environments, you tackle challenges with integrity and creativity, using real-time data to track progress, lead meaningful discussions, and drive continuous improvement.

Your Goals: As a MsingiTek Field Officer, you will oversee up to 10 schools and drive the long-term success of the program. You'll ensure all hardware is functional, sessions run smoothly and on schedule, and—most importantly—**that the average learner in your portfolio receives at least 100 minutes of quality learning each week.** Your work will strengthen the ownership and capacity of headteachers and teachers to sustain and improve the program, boosting both teacher and learner attendance and enrollment. Success will be measured by stable or improving time on task, functional equipment, and a strong transition of ownership to the schools - ensuring the program's impact lasts well beyond your direct support.

Your Responsibilities: This is a snapshot of your responsibilities - it's not exhaustive, and we encourage you to take ownership of your role in ways that drive program success.



- **Equipment and Infrastructure:** Support the installation and completion of hardware, software, infrastructure, and security improvements in all your schools by the program launch date.
- **Equipment Monitoring:** Routinely track the functionality of all equipment during every school visit. Ensure issues are identified early, reported through the correct channels, and resolved quickly - minimizing disruptions to learning and keeping all sessions running smoothly.
- **Inventory & Tablet Scanning:** Perform monthly inventory and stock counts together with Head Teachers, and conduct tablet scanning to ensure accurate reporting of all assets and equipment.
- **Teacher Training:** Host sessions to onboard schools on the program and thereafter on a need basis to identify best practices for equipment and session management; foster ownership of practices to minimize breakage and maximize quality learning (weekly minutes per child).
- **Community Sensitization:** Conduct initial and ongoing sensitization efforts to engage and educate the community about the program, fostering their support and ensuring long-term sustainability (such as equipment ownership and care, student attendance).
- **Data Reporting:** Guarantee 100% of tablets report data accurately and on time. Quickly flag and resolve any issues with non-reporting tablets to maintain data integrity.
- **Data Usage:** Use collected data to deliver actionable feedback to stakeholders during meetings. Teach and empower stakeholders to value and use this data effectively and independently.
- **School Oversight:** For the first few months, visit each school every week, and after stabilizing at least every 2 weeks, increasing visits if performance lags. Provide remote follow-ups when necessary to address challenges or to celebrate successes.
- **Problem Solving:** Involve ward counterparts (WEOs) and, when appropriate, district officials to address challenges through joint problem-solving and shared ownership.
- **Government Engagement:** Support the MsingiTek annual Government Engagement calendar by planning and coordinating school- and ward-level engagements, sharing data, and preparing school leaders to confidently present, interpret, and own their results and support needs.

Your Qualifications: These are some of the experiences and achievements we would value, but we understand that no one checks every box. If you feel you're a fit; we'd love to hear from you! ●



Bachelor's Degree in Community Development, Education, or related field.

- >3 years of experience in community engagement and/or adult behaviour change initiatives. ●
- Experience working in rural communities, with familiarity with rural community dynamics. ●
- Experience working collaboratively with government counterparts at the ward or district level. ●
- Experience implementing or supporting digital or technology-based programs. ●
- Experience engaging with teachers and head-teachers.
- Experience with data and MEAL processes.

Your Skills: These are some of the skills we'll either test for or help you build as part of your role.

- **Stakeholder Engagement:** Ability to build trust, foster ownership, and sustain participation among diverse actors in rural and resource-constrained settings.
- **Technical Problem-Solving:** Ability to troubleshoot and maintain basic hardware and software, ensuring continuous functionality.
- **Data Aptitude:** Ability to interpret data, spot trends, and translate insights into actionable recommendations.
- **Capacity Building:** Ability to mentor adults to adopt new behaviors, use new tools, and strengthen performance over time.
- **Collaboration / Facilitation:** Skill in guiding groups to work together effectively — enabling joint problem-solving, aligning interests, and making decisions collectively.
- **Communication:** Ability to convey information and feedback clearly and respectfully across cultures, languages, and levels - both verbally and in writing - using storytelling and messaging that *inspire, motivate, and engage* others.

Your Traits:

- **Results-Oriented:** You focus on delivering impact and holding yourself and others accountable.
- **Critical Thinker:** You see beyond challenges, naturally identifying root causes and solutions. ●
- **Collaborative:** You engage effectively with diverse stakeholders and inspire collective action. ●
- **Humility:** You listen, learn, and adjust your approach based on feedback and experience. ●
- **Integrity:** You lead by example, earning trust through action.
- **Passion:** You bring contagious energy and commitment to making a difference every day.

Application:

If you are interested and meet, the selection criteria please submit the curriculum vitae by 03rd June 2026 to careers@tedi.or.tz

Please note that; only shortlisted candidates will be contacted.



Job Title: ICT and Logistics Officer - MsingiTek

Job Description & Specification

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|--|---|
| Position Title: ICT and Logistics Officer | Department: Operations & IT Support |
| Reports To: Program Manager and / Head of Programs and Operations | Location: Tabora, Tanzania (with regular field travel) |
| Employment Type: Full-Time | Staff Scale: Professional / Technical Core |

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Position Overview

The ICT and Logistics Officer plays a critical dual role in bridging technical systems administration and field operational logistics. The position is responsible for managing the end-to-end lifecycle of educational hardware, including digital tablets, multimedia accessories, and related ICT equipment, while also overseeing inbound and outbound logistics processes to ensure timely distribution, deployment, tracking, and return of assets across operational sites.

The officer is further responsible for supporting equipment maintenance and basic repair coordination to ensure the functionality, reliability, and longevity of devices and operational tools used within programs. In addition, the role manages localized content deployment setups, administers robust inventory and asset management workflows, and ensures accurate documentation and accountability across all logistics and ICT systems.

A key responsibility of the position also includes the administration and management of the ERPNext system, ensuring accurate data entry, system updates, inventory tracking, reporting, and operational process support across departments.



Additionally, the officer oversees organizational fleet management, including both motor vehicles and motorcycles, ensuring operational efficiency, safe transportation practices, maintenance scheduling, compliance monitoring, and meticulous operational data logging across all administrative platforms.

Key Duties & Responsibilities

A. Hardware Swap & Supply Chain Logistics

- **Field Collection:** Plan and execute scheduled maintenance visits to schools to retrieve faulty learning tablets and accessories. Ensure all field collections are immediately logged directly into *CommCare* with precise fault categorizations.
- **Warehouse Intake & Diagnostics:** Receive faulty equipment delivered by field teams at the central ISP office/warehouse. Update inventory balances immediately in *ERPNext*, logging serial numbers alongside device-specific diagnostic profiles.
- **Buffer Stock Management:** Disburse certified, functional replacement tablets and accessories from the warehouse back to field staff for rapid redeployment to schools. Log all inventory disbursements in *ERPNext* in real time to prevent tracking blind spots.
- **Partner Supply Coordination:** Prepare designated advanced hardware repair shipments for collection by *Imagine Worldwide*, managing corresponding requests in *ERPNext*. Process and sort fresh intake buffer stock arriving from the central Imagine Warehouse.

B. Equipment Diagnostics & Technical Repairs

- **Mechanical Fixes (AUX Jacks):** Perform low-level hardware repairs on-site or at the warehouse, focusing on extracting broken AUX audio tips lodged within device ports using designated spudgers, tweezers, and casing separation techniques.
- **Audio Component Certification:** Run systematic functional audio tests on repaired assets using standalone software environments (e.g., *OneCourse*) to verify that sound paths successfully toggle exclusively to the headset without bleeding into main system speakers.
- **Display & Touch Integration Testing:** Evaluate tablet systems during boot sequences to flag underlying visual artifacts, screen flickering, vertical lines, or dead touch points. Classify hardware past structural limits for authorized vendor repair routing.
- **Accessory Restoration:** Maintain, patch, and reinforce supplementary peripheral assets including damaged headphone sets (utilizing locally fabricated metal sheet frameworks), network routers, and multi-port USB charging configurations.
- **Asset Lifecycle Tracking:** Handle the official, per-serial-number deployment cycle by executing formal software commissioning and decommissioning processes inside *ERPNext*.



C. Fleet Management & Field Operations

- **Preventative Fleet Scheduling:** Coordinate strict periodic maintenance routines, oil changes, tire rotations, and unexpected mechanical overhauls for all organizational motor vehicles and field motorcycles to guarantee operational uptime.
- **Fuel & Mileage Governance:** Administer and audit individual asset logbooks on a weekly basis. Reconcile mileage logs against fuel receipts to detect consumption anomalies, maximize route optimization, and cut waste.
- **Compliance & Document Upkeep:** Ensure 100% regulatory up-to-dateness for all assets, tracking and renewing vehicle insurance policies, speed governor certifications, local roadworthiness stickers, and municipal transit authorizations.
- **Safety & Accountability Enforcement:** Implement organization-wide transit protocols, requiring rigid pre-trip check inspections, mandatory protective helmet use for motorcycle teams, and immediate formal filing of incident reviews for field breakdowns or collisions.

Required Qualifications & Technical Skills

Academic & Background Requirements

- **Education:** Minimum of a Diploma in **Computer Science, Information Technology (IT),** Computer Engineering, or an equivalent technical computing science discipline. A Bachelor Degree is an added advantage.
- **Professional Experience:** At least 2–3 years of proven experience running technical helpdesks, inventory frameworks, IT asset systems, or field technical support setups.

Technical Core Competencies

- **Software & Platforms:** Comprehensive understanding of relational inventory database applications, with specialized, hands-on command over **ERPNext** and **CommCare** systems.
- **OS & Content Deployment:** Comfortable navigating mobile frameworks (Android/Linux architectures) and localized, offline educational application suites.
- **Hardware Mastery:** Experience with precision electronic hand tools, device teardown practices, and physical component troubleshooting.
- **Logistics & Fleet Systems:** Basic mechanical familiarity with motor vehicles and motorcycles alongside clear understanding of asset depreciation/maintenance logging.

Key Performance Indicators (KPIs)

- **Data Entry Latency & Integrity:** 100% of all field swaps, serial allocations, and device decommissionings must be updated inside ERPNext and CommCare within 24 hours of operational movement.



- **Mean Time to Triage (MTTT):** Basic local hardware processing, auxiliary removals, and basic part updates must be turned around within 3 business days of warehouse receipt.
- **Fleet Safety and Readiness Check:** Achieve and verify a minimum baseline of 95% fleet availability across cars and bikes, mapped through zero compliance-related operation pauses or registration lapses.
- **Stock Discrepancy Margin:** Maintain an absolute discrepancy variance rate of less than 0.5% between physical warehouse stock counts and ERPNext software registers during random monthly audits.

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