



1. Regional Business Solutions Specialist- M-Pesa

Dar Es Salaam, Tanzania, United Republic of

Job Description

What you'll do

Role purpose:

- Overall accountability of proactively driving sales and adoption of business solutions at regional level.
- Drive and responsible for M-Pesa Business regional service management i.e. trainings & business support.
- Manage M-Pesa Business regional customer's projects
- Monitor M-Pesa Business Regional performance and cross sell M-Pesa products

Key accountabilities:

- Overall responsible of driving M-Pesa Business regional accounts
- Manage service delivery for the regional accounts and cross sell other M-Pesa products
- Drive the acceleration of regional performance and revenue growth initiatives
- Manage M-Pesa Business regional new and existing customer's projects
- Initiate and conduct end to end new trainings and re-trainings for the regional business accounts
- Responsible for reactivations of dormant, droppers and stoppers regional business accounts
- Working closely to champion sales team to identify new potential growth areas

Core competencies, knowledge and experience:

- Strong Business Acumen & project management skills
- Strong Sales and negotiation skills
- Strong stakeholder management skills
- Excellent communications and reporting skills
- Able to challenge the status quo

Must have technical / professional qualifications:

- 3+ years' experience industry or functional experience.
- Bachelor degree in Business Administration, Economics, Actuarial Science, Marketing or its equivalent.
- Analytical skills.
- Build and maintain relationship with key stakeholders in the value chain.
- Telecommunications experience would be advantageous.
- Project knowledge and experience would be advantageous.

Key performance indicators:

- Sales Growth and Business Acquisition
- End to end execution of M-Pesa proposition to businesses acquired from the regions.
- Quality support and stakeholder alignment.

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2. System Admin: Backup, Restore & Archive

Dar Es Salaam, Tanzania, United Republic of

Job Description

What you'll do

Role purpose:

Managing and maintaining backup systems, scheduling regular backups, restoring data in case of loss and ensuring business continuity during data-related emergencies.

Key accountabilities and decision ownership**1.BACKUP & RESTORE SYSTEMS MANAGEMENT**

- System Configuration: Install and configure backup software and hardware, ensuring that the systems are optimized for the organization's needs.
- Data Protection: Safeguarding data by setting up and maintaining backup systems to prevent data loss due to hardware failures, cyberattacks, or human errors.
- Disaster Recovery: In the event of data loss, the administrator is responsible for restoring data from backups to minimize downtime and ensure business continuity.
- Attend training as recommended by management related to these platforms.
- Attend courses for self-development.

- Being up to date with technology.

2.SYSTEMS MAINTANANCE & MONITORING

- Monitoring backup logs and troubleshooting any issues that arise to ensure data is always backed up and can be restored when needed.
- Monitor systems performance (availability, utilization, throughput, and latency) and report accordingly.
- Perform maintenance activities to the systems when required.

3.SYSTEMS SECURITY & COMPLIANCE

- Ensure all systems are configured securely per the existing policies, processes and best practices.
- Perform hardening checklists after some agreed time interval to ensure the systems are compliant.
- Keep an eye out for needed updates and patches and apply them.
- To fix all the vulnerability that has been identified during penetration test and /or audit findings.
- Ensure all systems have the required security tools installed as per security policies.
- To fix all the vulnerability that has been identified for a project before the project rollout.

4.BUSINESS CONTINUITY MANAGEMENT

- Ensure all systems are configured for backup as per systems criticality.
- Prepare and maintain redundancy strategies by creating and updating technical recovery plan for all assigned systems.
- Prepare and facilitate disaster recovery cutover tests per shared plan.
- Facilitate backup data restoration tests per the shared plan.

5.CUSTOMER OR END USER SUPPORT

- Provide 1st, 2nd support whenever required.
- Liaise with vendors and other IT personnel for problem resolution on Backup & restore systems.
- Provide root cause assessment (RCA) for critical incidents.

Who you are

Core competencies, knowledge and experience

- In-depth knowledge of Commvault software, including installation, configuration, and management of backup and recovery processes
- Virtualization technologies (VMware most preferably)
- Systems Monitoring & Analysis Tools
- Server's Operating Systems (Redhat Linux, Oracle Linux and Windows)
- Ability to troubleshoot and resolve issues related to backup failures, data recovery, and system performance.
- Systems Development Life Cycle (SDLC)
- Knowledge of data protection principles and best practices to ensure data integrity and security.
- Capacity management (planning & Forecasting)
- Working with Multiple stakeholders

Must have technical/professional qualifications:

- Backup Software and Hardware (EMC,Commvault, Oracle ZFS, Netapp, NetBackup and EMC Networker)
- Active-Active High availability Implementation.

- Knowledge on Virtual VMware Servers and Private & Public clouds
- Knowledge on HP/Dell/Oracle Hardware
- At least 1-year Experience in IT System Infrastructure

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