

## VACANCY NOTICE

Applications are invited from suitably qualified persons to fill the following posts within the Zimbabwe Revenue Authority (ZIMRA) – an equal opportunity employer.

### HEAD ICT OPERATIONS – ICT – LEVEL 5 (1 POST)

#### Key Responsibilities

- Participates in strategic and operational governance processes of the business
- Leads the ICT strategic operations and infrastructure planning for achieving business goals
- Develops and maintains appropriate ICT organizational structure
- Establishes ICT goals, objectives and departmental operating procedures for the department
- Develops and executes ICT enterprise wide disaster recovery and business continuity plan
- Assesses and communicates risk associated with ICT facilities, infrastructure and operations environment
- Promotes and oversees strategic relationships between internal IT resources and external entities including government, vendors and partner organisations
- Researches continuously for ICT best practices and makes recommendations on reengineering of ICT facilities, infrastructure and operations in the organisation
- Defines and communicates corporate plans, policies, and standards for the organization for acquiring, implementing, and operating ICT facilities, infrastructure and IT systems environments and tools.
- Monitors and manages IT facilities, infrastructure, systems environments and systems performances in line with the service level agreements
- Ensures ICT systems operations adhere to applicable standards, laws and regulations
- Works with stakeholders to ensure operational efficiency of the system working in collaboration with internal clients, IT resources, vendors and strategic partnerships including government
- Ensures adherence to IT security in line with international standards
- Ensures that change management is implemented in line with policies
- Leads the implementation and management of ICT operation projects
- Manages and monitors ICT facilities, infrastructure and operations budgets
- Drive workforce development by monitoring staff training in line with safety, technical, and regulatory standards.
- Manage full life cycle of facilities, ICT infrastructure & assets from acquisition to disposal.

#### Job Skills and Competencies

- Knowledge of Information, Communication and Technology Infrastructure and networking in an enterprise environment
- Self-starter with the ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity and commitment to duty.
- Good analytical skills.

- Strong communication and presentation skills along with ability to work in a highly collaborative environment
- Ability to work with minimum supervision
- Good organisational, people and time management skills.
- Leadership skills and acumen

### **Qualifications and Experience**

- A Bachelor's degree in Computer Science or Information & Communication Technology or equivalent qualification.
- At least four (4) years experience at managerial level in an enterprise ICT environment.
- Cumulative ten (10) years' experience in an ICT environment.
- Master's Degree is an added advantage.
- ITIL Certification is a must
- Certification in Virtualization in any of the following VMware, Oracle, Hyper-V, Power VM is a must
- Knowledge of Enterprise SAN technologies from OEMs such as IBM, HP, Netapp
- Strong knowledge of Container Technology and micro services, Kubernetes, docker etc
- A Clean Class 4 driver's licence.

## **FACILITIES MANAGER – ICT – LEVEL 7 (1 POST)**

### **Key Responsibilities**

- Manage and monitor critical facility support systems including:
  - Electrical distribution and backup power systems.
  - Diesel plant and mechanical installations & maintenance.
  - HVAC systems.
- Ensure continuous operations, optimal performance and uptime of all electrical, mechanical, and HVAC systems.
- Maintain and optimize system capacity utilization thresholds across all facility infrastructure.
- Ensure system high availability, fault tolerance, and disaster resilience.
- Conduct system growth vs capacity gap analyses to anticipate future demands.
- Identify, assess, and manage vendor contracts and service-level compliance for electrical, diesel, and HVAC services.
- Monitor vendor performance to ensure adherence to technical specifications and KPIs.
- Develop and review operational and contingency plans for facility systems.
- Oversee performance appraisals (IRBM) for the team.
- Plan, draft, and control CAPEX/OPEX budgets related to electrical, diesel, and HVAC infrastructure.
- Review Business Continuity Plans (BCP) and modernisation initiatives for alignment with critical systems.
- Participate in organizational governance forums and align facility operations with enterprise strategy.
- Drive workforce development by monitoring staff training aligned with safety, technical, and regulatory standards.
- Define, review, and manage service level agreements (SLAs) for critical infrastructure.

- Lead continuous improvement and innovation strategies for service delivery in the plant environment.
- Manage full life cycle of facilities assets from acquisition to disposal.
- Evaluate, prioritize, and approve changes in facility systems and processes.
- Enforce quality control standards and integrate quality assurance in all key activities.
- Perform proactive issue tracking and root cause analysis to minimize downtime.
- Oversee and evaluate outsourced service providers across electrical, diesel plant, and HVAC domains.
- Ensure sufficient and skilled staffing, both permanent and contract-based, for operational coverage.
- Any other duty as assigned by the Head ICT Operations & Networking.

### **Job Skills and Competencies**

- Self-starter with the ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity and commitment to duty
- Good analytical skills.
- Strong communication and presentation skills along with ability to work in a highly collaborative environment
- Ability to work with minimum supervision
- Good organisational, people and time management skills.

### **Qualifications and Experience**

- A degree in Electrical or Mechanical engineering /electronic engineering or equivalent.
- A minimum of six( 6) years of general engineering experience, including at least two years as a Supervisor, exhibiting an exceptional capacity to operate efficiently with minimal supervision.
- Proficiency in the full suite of Microsoft Office applications including Word, Excel, PowerPoint etc.
- Knowledge of preventive maintenance.
- Knowledge of power reticulation.
- Knowledge of standby power systems.
- Knowledge of heating, cooling and ventilation.
- Knowledge of standby power systems.
- Analytical and troubleshooting skills.
- Knowledge of baggage and mobile scanners is an added advantage.
- A Clean Class 4 driver's licence.

## **SAP SUPPORT ANALYST (MATERIALS MANAGEMENT) – ICT – LEVEL 9 (1 POST)**

### **Key Responsibilities**

- Troubleshooting respective SAP Materials Management Module errors or problems.
- Gather business requirements for the respective SAP module.
- Assist business in providing solutions by configuring or re-configuring the respective SAP module.
- Assist business in understanding SAP system capabilities.
- Work with ABAP developers to identify and implement custom solutions as required by business.
- Knowledge of legacy data migration using LSMW.
- Testing and deploying solutions to the production systems in conjunction with key module owners and adherence to the organisation's documenting standards.
- Offer relevant training and development to SAP end users.
- Any other duties that may be assigned.

### **Job Skills and Competencies**

- Self-starter with ability to work under pressure and beyond stipulated hours.
- Ability to work both independently and as part of a team.
- Good communication and people skills.
- Unquestionable integrity.

### **Qualifications and Experience**

- At least a Bachelor's degree in Information Systems/Computer Science/Computer Applications/Finance/Accounting/Business Management or a related Engineering discipline, or equivalent.
- SAP Certification in the module to be supported is a distinct advantage.
- At least two years' relevant experience of working with large SAP Enterprises Resources Planning environments.
- Strong analytical skills in troubleshooting and problem solving, supported with excellent knowledge of business ethics.
- Knowledge of SAP ASAP methodology will be an added advantage.
- Appreciation or knowledge of SAP S4 Hana will be an added advantage.
- Clean Class 4 Driver's license is an added advantage.

## **SYSTEMS DEVELOPER – ICT – LEVEL 9 (4 POSTS)**

### **Key Responsibilities**

- Manage the design, development and implementation of ZIMRA solutions, integrations and software application upgrades.
- Manage the business process improvement and reengineering before application development efforts.
- Developing programs using JAVA, JAVA based technologies to resolve business requirements as assigned by Superior.
- Writing well designed, testable and efficient code.
- Modifying existing programs in line with changing business requirements or to fix bugs in the programs
- Adherence to the Authority's software development standards
- Developing integration solutions for internal and external systems
- Provides support to issues raised by end users
- Any other duty as assigned by the Systems Development Manager.

### **Job Skills and Competencies**

- Self-starter with the ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity and commitment to duty
- Good analytical skills.
- Strong communication and presentation skills along with ability to work in a

### **Qualifications and Experience**

- At least Bachelor's degree in Computer Science / Information Systems or equivalent.
- Must be at least an Oracle Certified Associate- Java Developer.
- At least 2 years' experience of software development within a Java Enterprise environment
- Knowledge of Linux OS, Oracle,SQL and PostgreSQL Database is a must
- Knowledge of Progressive JavaScript Framework such as Vue.js, Web Framework like Struts/ Spring, Service oriented Architecture or Web Services – SOAP or REST, Web Technologies like HTML, CSS is an added advantage
- Knowledge of Agile Software Development and the software Development Life Cycle Methodologies
- Knowledge of communication services such as ActiveMQ and RabbitMQ is an added advantage
- Clean Class 4 driver's licence

## ASSISTANT ELECTRICIAN – ICT – LEVEL 11 (1 POST)

### Key Responsibilities

- Carrying out new electrical installations and up-grades.
- Routine maintenance of electrical infrastructure.
- Diagnosing and rectifying faults
- Servicing of tower, street and building lighting.
- Installation and commissioning of Solar system.
- Preparation of specifications of spares and equipment
- Any others duties as assigned by Electrician.

### Job Skills and Competencies

- Self-starter with the ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity and commitment to duty
- Good analytical skills.
- Strong communication and presentation skills along with ability to work in a highly collaborative environment
- Ability to work with minimum supervision
- Good organisational, people and time management skills.

### Qualifications and Experience

- Class Two journeyman trade test certification.
- HEXCO NC/ City and Guilds equivalence in Electrical Engineering .
- At least three (3) years experience in electrical installations and maintenance
- Knowledge and Experience in renewable energies would be an added advantage
- Five ordinary levels including English & Mathematics
- Clean Class 4 Drivers Licence

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **31 May 2025**, All applications should be emailed to: **ZimraRecruitment@zimra.co.zw** clearly stating the position applied for and addressed to:

The Director, Human Capital  
Zimbabwe Revenue Authority  
6<sup>th</sup> Floor ZB Centre  
Corner First Street / Kwame Nkrumah Avenue  
P. O. Box 4360 HARARE

**Please note female candidates are encouraged to apply and only shortlisted applicants will be responded to.**

