



VACANCY NOTICE

Applications are invited from suitably qualified candidates to fill in the following positions that have arisen within the Zimbabwe Revenue Authority (ZIMRA) - an equal opportunity employer.

LEGAL OFFICER, LEGAL SERVICES – LEVEL 8 (3 POSTS)

Duties and Responsibilities

- Representing ZIMRA in litigation cases in all courts of law and other fora where legal representation may be required;
- Drafting and filing of court process on behalf of the Authority;
- Analysing land mark judgments and advising ZIMRA of their implications and providing legal advice on the course of action to be taken;
- Liaising with and instructing external legal practitioners to represent the Authority where necessary;
- Drafting new and amending existing legislation;
- Drafting contracts and policies for and on behalf of the Authority;
- Advising management and staff about new and amended legislation and its interpretation;
- Researching and providing legal opinions on issues affecting the Authority's operations and making recommendations to internal clients;
- Conducting research on tax reforms;
- Participating in Works Council Meetings and providing legal advice on matters arising therein;
- Any other duties as may be assigned.

Job Skills and Competencies

- Ability to work under pressure;
- Ability to communicate at all levels;
- Ability to work both independently and as part of a team;
- Computer literacy;
- Unquestionable integrity.

Qualifications and Experience

- Bachelor of Laws Honours Degree;
- At least 3 (three) years' experience in a litigation environment;
- Knowledge of Zimbabwean Tax, Customs and Labour laws an added advantage;
- High level of analytical skills.

TAXES SYSTEMS SUPPORT ANALYST, ICT – LEVEL 8 (3 POSTS)

Duties and Responsibilities

- Providing day to day level 1 and level 2 user support on domestic taxes systems;
- Troubleshooting deployed core business applications as assigned by the superiors;
- Gathering business requirements for the software solutions for development by System Developers;
- Satisfying business requirements by re-defining for correction by Service provider or System Developers;
- Defining gaps between business requirements and assist in proffering complete solutions;
- Providing support for the Domestic Taxes supporting system (Eservices platform, IMS Fiscalisation systems);
- Producing precise functional specifications to include functional hierarchy, workflow, business rules, interface design and definitions, outstanding issues, data analysis, and data mapping to clients and systems development staff;
- Developing and maintaining Root Cause Analysis (RCA) and creating reports in accordance with the procedures;
- Providing recommendations for business process re-engineering and documentation as needed;
- Monitoring project progress by tracking activity, resolving problems, publishing progress reports and recommending actions;
- Providing references for users by writing and maintaining user documentation, providing user support and training users;
- Ensuring adherence to the tenets of the Authority's Performance Management System within the section;

- Conducting any other duties as may be assigned.

Job Skills and Competencies

- Self-starter with ability to work under pressure and beyond stipulated hours;
- Ability to work with minimum supervision;
- Good organisational, people and time management skills;
- A team player who is innovative and analytical;
- Unquestionable integrity;
- Good interpersonal and communication skills.

Qualifications and Experience

- BSc in Computer Science/Information Systems/Business Studies and Computer Science/Accounting degree/Economics degree or equivalent;
- For non-IT degree evidence of studying towards an IT degree must be provided;
- Knowledge of requirements life cycle management is required;
- Solid experience in systems support and troubleshooting systems errors is required;
- Certification in Business Analysis is an added advantage;
- ZIMRA - Advanced Certificate in Customs and Taxes procedures is an added advantage;
- At least three (3) years working experience in systems support, one (1) of which working with the Domestic Taxes or similar ICT systems.

CUSTOMS SYSTEMS SUPPORT ANALYST, ICT – LEVEL 8 (4 POSTS)

Duties and Responsibilities

- Providing day to day level 1 and level 2 user support on customs systems;
- Interacting with users and assess business needs using a structured requirements process (gathering, analysing, documenting, and managing changes) to prioritise immediate business needs and recommend options as well as identifying risks and cost vs. benefits;
- Producing precise functional specifications to include functional hierarchy, workflow, business rules, interface design and definitions, outstanding issues, data analysis, and data mapping to users and development staff:

- Receiving errors from users, analyse them, propose solutions, and where necessary engage the other relevant sections to solve the errors;
- Seeking opportunities to improve and deepen relationship between ICT and business to ensure that ICT solutions meet user requirements;
- Providing recommendations for business process re-engineering and documentation as needed;
- Attending to business short and long-term planning sessions to enhance understanding of business goals and direction;
- Researching and analysing all aspects of business processes to understand their strengths and weaknesses as well as to determine opportunities for improvements;
- Conducting feasibility studies and draft proposals for evaluation by appropriate users and managers;
- Defining, creating/reviewing and approving test case scenarios for business users for the various modules;
- Monitoring and testing the process to ensure that all test cases are adequately tested;
- Ensuring that test strategies involve appropriate integration and process components;
- Monitoring project progress by tracking activity, resolving problems, publishing progress reports and recommending actions;
- Providing references for users by writing and maintaining user documentation, providing user support and training users;
- Conducting gap analysis between application and stated user requirements and collaborating with Developers to estimate project impact;
- Developing training materials and providing training in one-on-one or classroom environment to users;
- Managing multiple competing priorities through effective organisation and communication;
- Recommending and instituting Business Analysis best practices, methodology and tools;
- Providing input in the preparation and monitoring of sectional budgets where necessary;
- Identifying training needs and ensures staff receives training in specialised areas;

- Ensuring adherence to the tenets of the Authority's Performance Management System within the section;
- Conducting any other duties as may be assigned.

Job Skills and Competencies

- Self-starter with ability to work under pressure and beyond stipulated hours;
- Ability to work with minimum supervision;
- Good organisational, people and time management skills;
- A team player who is innovative and analytical;
- Unquestionable integrity;
- Good interpersonal and communication skills.

Qualifications and Experience

- BSc in Computer Science /Information Systems / Business Studies and Computer Science / Accounting degree / Economics degree or equivalent;
- For non-IT degree evidence of studying towards an IT degree must be provided;
- Knowledge of requirements life cycle management is required;
- Solid experience in systems support and troubleshooting systems errors is required;
- Certification in Business Analysis is an added advantage;
- ZIMRA - Advanced Certificate in Customs and Taxes procedures is an added advantage;
- At least three (3) years working experience in systems support, one (1) of which working with the Customs and Excise or similar ICT systems.

LEGAL SECRETARY, LEGAL SERVICES – LEVEL 11 (1 POST)

Duties and Responsibilities

- Typing of Legal documents as instructed by the Legal Practitioners;
- Filing of legal documents as required;
- Handling all incoming correspondence and queries from clients;
- Coordinating and liaising with court officials with respect to Authority cases as directed by Legal Practitioners;

- Making appointments for legal practitioners;
- Attending to clients and assist or refer them to relevant legal practitioner;
- Attending to phone calls and screening the same;
- Performing all such other duties ordinarily performed by a Legal Secretary;
- Maintaining strict confidentiality in respect of all aspects of duties undertaken;
- Any other issues as may be delegated from time to time by the Head Fiscal Litigation.

Job Skills and Competencies

- Strong interpersonal skills and ability to create sound relationships with peers and superiors;
- Attention to detail and ability to work under tight deadlines;
- Good time and general management skills;
- Unquestionable integrity.

Qualifications and Experience

- Diploma in Secretarial Studies/Office Management/Office Administration;
- 3 years' experience as a legal secretary in a legal environment;
- High levels of computer literacy;
- Clean class 4 driver's licence and a defensive driver's certificate and added advantage.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae and certified copies of academic and professional qualifications, by **23 December 2020**. All applications should be emailed to ZimraRecruitment@zimra.co.zw clearly indicating the **position applied for (as stated) as your E-mail Subject Reference** and addressed to:

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

Please note that only shortlisted applicants will be responded to.



"We are here to serve"

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