



## 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.

### REGIONAL MANAGER, DOMESTIC TAXES – LEVEL 4 (1 POST)

#### Duties and Responsibilities

- Manage the regional operations to ensure the collection of tax revenue in accordance with the relevant laws of Zimbabwe.
- Promote voluntary compliance through technical advice, training workshops and meetings.
- Implement Taxes best practices such as risk management, audit and investigations and automation of Taxes processes.
- Administer the regional resources to include monitoring of revenue and expenditure, monitoring of overall revenue performance against targets, preparation and monitoring of revenue targets and expenditure estimates.
- Conduct appropriate research on Taxes policies and technical procedures and make recommendations for improvement.
- Submit monthly written reports to the Commissioner, Domestic Taxes on the operations of the region.
- Disseminate laws and regulations to all stations and ensure compliance.
- Assist in the preparation, implementation and monitoring of the strategic and operational plans of the division.
- Monitor implementation progress of regional infrastructure and facilities.
- Develop a strong partnership with all stakeholders for improved operational efficiency.
- Ensure that audit observations and recommendations are responded to and implemented within the given timeframe.
- Promote good industrial relations and staff welfare.
- Effectively utilise the Performance Management System for the achievement of sectional and organisational goals.
- Approve audit plans and revenue enhancement projects for the region.
- Administer risk management and manage business continuity plan.

- Any other duties as may be assigned.

### **Job skills and Competencies**

- Excellent leadership abilities, decision making and critical thinking skills
- Self-starter with ability to work under pressure and beyond stipulated hours.
- Good writing skills and verbal communication skills to interact with various audiences
- Innovative
- Unquestionable integrity.

### **Qualifications and Experience**

- A degree in Accounting / Economics / Commerce / Fiscal Studies / Business Studies / Business Management / Social Sciences, Full CIS or equivalent.
- An MBA / MBL / MSc is an added advantage.
- Thorough knowledge of Taxes Legislation and Procedures is a requirement.
- At least five (5) years experience in Customs & Excise and or Taxes working environment in a managerial grade.
- Knowledge of SAP TRM is a prerequisite.
- Clean Class (4) driver's license.

## **STATION MANAGER, CUSTOMS & EXCISE – LEVEL 6 (5 POSTS)**

### **Duties and Responsibilities**

- Monitor performance of revenue collections for all revenue heads.
- Account for and report on all revenues collected, in accordance with the laid down procedures.
- Review revenue collection strategies and revenue enhancement projects.
- Track duty drawback claims and other duty/tax refunds for efficiency, effectiveness and timeliness.
- Formulate and implement efficient and effective procedures, controls and systems for administering goods entering and exiting the country. Interpret

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and implement legislation and organisational policies effectively and efficiently.

- Assist in identifying and facilitating Human Capital development.
- Implement measures to minimise cost of collection.
- Conduct periodic meetings and workshops with staff and stakeholders.
- Conduct performance appraisals of subordinates and checks appraisals done by the subordinates.
- Conduct random checks from system reports to ensure that clearances adhere to required procedures and controls.
- Create synergies with other government organizations and other revenue authorities for joint operations.
- Follow up on outstanding bill entries.
- Implement integrity action and service level agreement for the section.
- Respond and implements internal and external audit recommendations.
- Make recommendations for Value or Tariff Rulings.
- Monitor the turnaround time to serve clients as per Client Charter.
- Recommend review of policies, processes, procedures, operational guidelines and recommends the necessary change for approval.
- Verify and carries out cancellation of Bill of Entry documents.
- Identify training needs and ensures staff receives training in specialized areas.
- Ensure adherence to the tenets of the Authority's performance management system within the division.

### **Job skills and Competencies**

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

## **Qualifications and Experience**

- A Bachelor's degree in Accounting / Economics / Fiscal Studies / Business Studies / Business Management / Business Administration / Sociology or equivalent OR Full CIS OR Higher National Diploma in Accounting / Business Studies or equivalent.
- An MBA / MSc an added advantage.
- Thorough knowledge of Customs & Excise legislation and procedures.
- At least four (4) years' experience in Customs & Excise and or Taxes working environment in a supervisory grade.
- Knowledge of ASYCUDA World is a prerequisite.

## **ENFORCEMENT MANAGER, CUSTOMS & EXCISE – LEVEL 6 (3 POSTS)**

### **Duties and Responsibilities**

- Analyse and evaluate revenue performance to identify causes for positive or negative performance.
- Assess economic policies in relation to revenue contribution versus tax expenditure regimes granted on specific industries.
- Coordinate with other ZIMRA divisions to promote joint interventions on operational issues where appropriate.
- Draft, review and update staff handbooks, amendments and manuals.
- Ensure submission of risk criteria reviews;
- Ensure adherence to international conventions.
- Hold breakfast meetings with clients on specific areas of procedures, cooperation and technical updates.
- Identify shortcomings in procedures being followed and document correct procedures as per statutes.
- Participate in policy discussions with parent Ministry and other policy formulation stakeholders/bodies.
- Recommend revenue generation projects after specific sector research.
- Respond to Management letters and follows up on implementation.

- Review legislation proposals and recommends necessary changes to statutes.  
Identify training needs and ensures staff receives training in specialized areas.
- Ensure adherence to the tenets of the Authority's performance management system within the division.
- Compilation of sectional/unit reports

### **Job skills and Competencies**

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

### **Qualifications and Experience**

- A Bachelor's degree in Accounting / Economics / Fiscal Studies / Business Studies / Business Management / Business Administration / Sociology or equivalent OR Full CIS OR Higher National Diploma in Accounting / Business Studies or equivalent.
- An MBA / MSc an added advantage.
- Thorough knowledge of Customs & Excise legislation and procedures.
- At least four (4) years' experience in Customs & Excise and or Taxes working environment in a supervisory grade.
- Knowledge of ASYCUDA World is a prerequisite.

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**CONTROL ROOM MANAGER, CUSTOMS & EXCISE– LEVEL 7 [1 POST]**

**Key Responsibilities**

- Designing and implementing risk and intelligence operational strategies for ECTS Alarms Alerts and Violations to prevent revenue leakages through transit fraud and smuggling.
- Liaison with the Reactions and Transit Management Teams for effective transit management.
- Providing support to the organisation's anti-corruption strategies using the ECTS risks identified, trends and statistical data analysis.
- Ensuring the resolution and actioning of queries from the Border Posts and Stations daily.
- Utilising statistical data and intelligence gathered to continuously improve the effectiveness of the ECTS system in containerised and break bulk cargo in Real Time Tracking from point of entry to point of exit for security of goods and revenue.
- Highlighting any system weakness or identified security failures and recommend immediate action to the Head Transit Management.
- Upholding organisational system integrity by providing information for investigations of violations of ECTS to the Head Transit Management, Loss Control Integrity and Business Intelligence Unit.
- Establishing and maintaining close liaison with the Border Posts, including international Airports, Regional Offices and all sealing ports in order to exchange and proactive ideas for integrated functions.
- Providing strategic and operational advice to the Head Transit Management on risks and improvements needed for maximising benefits for the Authority from the Electronic Cargo Tracking System.
- Preparing and submitting divisional consolidated periodic reports to the Head Transit Management on time and in full.

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### **Job Skills and Competencies**

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

### **Qualifications and Experience**

- A Bachelor's degree in Accounting / Economics / Fiscal Studies / Business Studies / Business Management / Business Administration / Sociology or equivalent OR Full CIS OR Higher National Diploma in Accounting / Business Studies or equivalent.
- An MBA / MSc an added advantage.
- Thorough knowledge of Customs & Excise legislation and procedures.
- At least 4 years' experience in Customs & Excise and or Taxes working environment in a supervisory grade.
- Knowledge of ASYCUDA World is a prerequisite.

### **MANAGER- CUSTOMS MODERNISATION & AUTOMATION – LEVEL 6 (1 POST)**

#### **Key Responsibilities**

- Initiate and co-ordinate studies and research on ASYCUDA World and PRINCE2 within the division
- Identify training needs and capacity building requirements of technical officers within the unit and develop training programmes, meetings and workshops with stakeholders periodically.
- Disseminate information and sensitize stakeholders' including development of ASYCUDA WORLD manuals.

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- Liaise with technical services and ensure that change requests are submitted timeously.
- Authorise User Acceptance Test, change request forms and transport forms
- Check and verify manuals and seat notes, updates user manuals and seat notes and verifies system performance.
- Follow up system challenges to ICT.
- Monitors and evaluates performance of new programs of all business units
- Recommends creation of Country codes, creation of Currency codes creation of Office codes and creation of Tax codes.
- Verifies rates of exchange update before validation
- Monitor upload of new statutory instruments in ASYCUDA World.
- De-activates Declarants after failure to renew Agent's bond licence or have outstanding obligations with ZIMRA
- Handles complex ASYCUDA WORLD queries from clients/Supervisor and makes appropriate decisions or recommendations daily.
- Checks sectional reports and consolidates section reports periodically.

### **Job Skills and Competencies**

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

### **Qualifications and Experience**

- A Bachelor's degree in Accounting / Economics / Fiscal Studies / Business Studies / Business Management / Business Administration / Sociology or equivalent OR Full CIS OR Higher National Diploma in Accounting / Business Studies or equivalent.



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- An MBA / MSc an added advantage.
- Thorough knowledge of Customs & Excise legislation and procedures.
- At least 4 years' experience in Customs & Excise and or Taxes working environment in a supervisory grade.
- Knowledge of ASYCUDA World is a prerequisite.

## **TECHNICAL SUPPORT MANAGER-POLICY & PROCEDURES, CUSTOMS & EXCISE – LEVEL 6 (1 POST)**

### **Key Responsibilities**

- To provide technical advice on excise legislation and policy formulation through providing advisory services to the Customs & Excise Division.
- Drafting legislative proposals, trade statistics and legislation changes on Excise.
- Ensuring standardisation and uniform application of excise procedures and regulations within the Customs and Excise Division.
- Co-ordinate with Customs Technical Services on excise input into the Customs ASYCUDA system by authorising new information and changes to the existing programs.
- Prepare excise change requests and test the system before implementation
- Prepare and update operational guidelines and procedures, forms, technical handbooks and manuals.
- Co-ordination of review and update of SIs and manuals on Excise.
- Liaise with relevant functions for amendments and errors to the Excise legislation and manuals.
- Resolve adhoc tariff, valuation and penalty appeals.
- Creates synergies with other Government organisations and other revenue authorities for joint operations daily.

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### **Job Skills and Competencies**

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

### **Qualifications and Experience**

- A Bachelor's degree in Accounting / Economics / Fiscal Studies / Business Studies / Business Management / Business Administration / Sociology or equivalent OR Full CIS OR Higher National Diploma in Accounting / Business Studies or equivalent.
- An MBA / MSc an added advantage.
- Thorough knowledge of Customs & Excise legislation and procedures.
- At least 4 years' experience in Customs & Excise and or Taxes working environment in a supervisory grade.
- Knowledge of ASYCUDA World is a prerequisite.

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

### **Duties and Responsibilities**

- Responsible for Architecture design and implementation of Information and Communication Technology (ICT) Operations solutions.
- Leads the configuration, deployment, and maintenance of ZIMRA Servers, Storage area Networks (SAN), Databases and Basis solutions infrastructure.
- Coordinates the Infrastructure Administration, Database Management and SAP basis teams towards a synergised effort.
- Manages the Provision of computing and database resources in line with strategy and on demand daily needs (i.e. Virtual machines, extended capacity).

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- Monitors systems for performance management, performance optimisation and infrastructure utilisation and patch management.
- Spearheads implementation of software and hardware upgrades.
- Oversees management of infrastructure and support systems (Active Directory, Exchange Email Services, DNS, DHCP, Oracle and SQL Databases).
- Technically leads in Projects within or outside the ICT Infrastructure division, or provides expert technical support for the Project.
- Maintains system documentation and configuration data for Knowledge management and compliance purposes.
- Provides subject matter expertise over network security risk assessment and secures network design.
- Participates in the investigation of Information Security Incidents and development of remediation/prevention mechanisms.
- Manages his or her team towards resolution and/ or escalation of Systems queries to vendors for technical support.
- 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**

- A Graduate Degree in Computer Science/Information & Communication Technology or equivalent qualification commensurate with experience.
- Certification on at least one of the following technologies (MCSE, MSCA Certified Engineer, Linux certification, Solaris Certification) is an added advantage.

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- Training on at list one of the following enterprise server technologies (Oracle, Lenovo, IBM, Dell, HP, Fijitsu, Inspur) is required.
- Palpable Knowledge of Prince 2 Project Management is an added advantage.
- ITIL Training and added advantage.
- At least 7 years post qualification experience required.

## **SYSTEMS DEVELOPER – ICT LEVEL 8 (1 POST)**

### **Duties and Responsibilities**

- Develops programs using JAVA, VB.Net or C# based technologies to resolve business requirements.
- Modifies existing programs in line with changing business requirements or to fix bugs in the programs.
- Adheres to the Authority’s software development standards.
- Develops integration solutions for internal and external systems.
- Provides support to system issues raised by end users.
- Participates in any other software development work.
- Recommends changes to improve established operational systems processes.
- Develops application code as assigned by the supervisor.
- Develops authorized mobile and web applications and innovative solutions as required by business.
- Designs and develop user interfaces to internet / intranet applications.
- Researches and troubleshoots reported problems.
- Complies with project standards and processes related to producing high quality web-based applications.
- Any other duties as may be assigned.

### **Job Skills and Competencies**

- Self-starter with ability to work under pressure and long hours.

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- Ability to communicate at all levels. Ability to work both independently and as part of a team.
- Unquestionable integrity.

### **Qualifications and Experience**

- A Degree in Computer Science/Information Systems/Business Studies and Computer Science or equivalent.
- Oracle Certified Associate certification or Microsoft Certified Solutions Associate certification is required.
- Knowledge of JSP / Servlets, Web Frameworks like Struts / Spring, Service Oriented Architecture / Web Services – SOAP / REST, Web Technologies like HTML, CSS. JAVA Script and JQuery, Markup Languages like XML and JSON is required.
- Knowledge of Agile Software Development and the Software Development Life Cycle Methodologies is a must.
- At least two (2) years working experience with software development projects for an enterprise environment is a must.

### **SYSTEMS INTEGRATOR – ICT LEVEL 8 (1 POST)**

#### **Duties and Responsibilities**

- Designs, develops and supports enterprise integration solutions and integration components.
- Develops and provides support of backend integration services.
- Web Services design and development.
- Application Programming Interface (API) integration and development.
- Enterprise Application Integration using an Enterprise Service Bus (ESB) solution.
- Develops interfaces using integration technologies i.e. (Microsoft BizTalk Server, Web Services, MQ (MQ Series), Apache Camel, and an Enterprise Service Bus (ESB).

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- Develops technical design and architecture for integration solutions. Work with a team of software developers to develop new applications and/or maintain existing applications.
- Works with end users during system design to determine functionality needs.
- Plans development activities and monitors progress to completion.
- Manages testing of application software to assure accuracy, integrity, completeness to achieve desired results.
- Maintains existing integrations by identifying and correcting software defects.
- 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**

- A Degree in Computer Science/Information Systems/Business Studies and Computer Science or equivalent.
- Experience using variety of related technologies including .Net, Web Services, IIS, HTML, XML, XSD, XSLT, XPath, XQuery, SOAP / REST is a must.
- Experience of integrating systems using integration technologies i.e. (Microsoft BizTalk Server, Web Services, MQ (MQ Series), Apache Camel, and an Enterprise Service Bus (ESB) is a required.
- Certification in at least one software development technology is a must.
- Working experience in developing applications with at least one (1) year on systems integrations is a must.
- Clean Class 4 Driver's licence is a prerequisite.

## **INFRASTRUCTURE ADMINISTRATOR – ICT LEVEL 8 (1 POST)**

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### **Duties and Responsibilities**

- Responsible for implementation of Information and Communication Technology (ICT) Operations infrastructure and solutions.
- Configures Windows, Oracle VM, VMware, Linux, storage systems according to Developer or Vendor specification.
- Installs and configures VMware, Linux, Storage infrastructure and operating systems components to ensure system reliability and integrity.
- Conducts daily systems administration including availability and performance monitoring, optimization, management of resource usage and systems incident resolution.
- Troubleshoots, resolves and/ or escalates systems queries to vendors for technical support.
- Configures and administers servers and client security systems in line with Security policy and best practice.
- Administers server user accounts and assigns privileges according to user duties.

Adheres to change, release, incident and problem management processes and procedures.

- Provides technical expertise as required as part of project teams.

### **Job skills and Competencies**

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

### **Qualifications and Experience**

- A Graduate Degree in Computer Science/Information & Communication Technology or equivalent qualification commensurate with experience.
- Certification on at least one of the following virtualization technologies (VMware, KVM Oracle VM, or Hyper-V) is required.

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- Certification on Storage Area Network (SAN) an added advantage.
- Certification in Microsoft Technologies (Exchange, Windows 2012) is an added advantage.
- Knowledge of Linux or Solaris Operating System an added advantage.
- Knowledge of Microsoft Data Protection Manager or any other Disaster recovery solution an added advantage.
- At least (5) years post qualification experience.

## **RECEPTIONIST –LEVEL 13 (3 POSTS)**

### **Key Responsibilities**

- Stamps and records all mail daily.
- Attends to telephone calls daily.
- Records messages for internal clients out of office daily.
- Books requests for outgoing calls daily.
- Makes the calls and transfers to respective internal clients daily.
- Compiles updates and circulates the local telephone directory as and when necessary.
- Reports telephone faults to service providers and makes follow ups for the repairs as and when necessary.
- Attends to walk in clients/visitors daily.
- Directs visitors to respective offices daily.

### **Job Skills and Competencies**

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



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### Qualifications and Experience

- 5 O' Levels including English language and Mathematics.
- Diploma in Secretarial Studies.
- At least (5) years relevant work experience.
- Computer literacy

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae and copies of academic and professional qualifications, by **9 April 2022**. All applications should be emailed to [ZimraRecruitment@zimra.co.zw](mailto:ZimraRecruitment@zimra.co.zw) clearly indicating the position you are applying for as your **E-mail Subject Reference** 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 that only shortlisted applicants will be responded to.**



"We are here to serve"

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