

VACANCY NOTICE

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

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

Key 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).
- 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.

Job Skills and Competencies

- 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 technologies (MCSE, MSCA Certified Engineer, Linux certification, Solaris Certification) is an added advantage.
- Knowledge of the following enterprise server technologies (Oracle, Lenovo, IBM, Dell, HP, Fujitsu, Inspur) is required.
- Knowledge of Prince 2 Project Management is an added advantage.
- ITIL Certification is an added advantage.
- Certification in Virtualization in any of the following VMware, Oracle, Hyper-V, Power VM is an added advantage
- At least 7 years post qualification experience required.

ABAP DEVELOPER–ICT, – LEVEL 9 (1 POST)

Key Responsibilities

- Develop and maintain programs to assigned application using the SAP development tools, and develop test plans and automated scripts to assure expected performance quality level meet standards in development efforts.
- 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
- Provide support to issues raised by end users.
- Documents system for user define program and standard SAP programs modification.

Job Skills and Competencies

- Self- starter with ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity.
- Good interpersonal and communication skills.

Qualifications and Experience

- Degree in Information Systems or Computer Science/ Information Systems/ Business Studies & Computer Science or equivalent
- SAP ABAP certification a must

- Two years' experience as ABAP Developer is a must
- Knowledge of SAP Landscape, with experience Dialog Programming, Smart Forms, BAPI, SAP Script , BADIs, LSMW, User Exits, ABAP Dictionary, RFC , BRFPlus is required,
- Knowledge of Agile Software Development and Software Development Life Cycle methodologies
- Clean Class 4 Driver 's License.

SYSTEMS DEVELOPER: ICT – LEVEL 9 (4 POSTS)

Key Responsibilities

- Manage the design, development and implementation of new Tax and Revenue Management software application, integrations and software application upgrades.
- Manage the business process improvement and reengineering before application development efforts.
- Developing programs using JAVA, POSTGRESQL and ORACLE databases 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.

Job Skills and Competencies

- Ability to work under immense pressure and beyond stipulated hours.
- Knowledge of modern development frameworks and platforms.
- Good organizational, people and time management skills and sound knowledge of contracts management.
- Good communication and strong interpersonal skills.
- A team player who is innovative and analytical

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 in Software development for a Java Enterprise Environment.
- Knowledge of Windows, Linux Operating Systems and Database systems 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, JavaScript and JQuery, Markup Languages like XML and JSON is a must.

- Knowledge of Agile Software Development and the software Development Life Cycle Methodology.
- Knowledge of communication services such as ActiveMQ and RabbitMQ is an added advantage.
- Knowledge of ASYCUDA System Development is an added advantage.
- Clean Class 4 driver's licence.

SYSTEMS INTEGRATOR - ICT – LEVEL 9 (1 POST)

Key Responsibilities

- Designs, develops and supports enterprise BizTalk solutions and integration components.
- Develops BizTalk interfaces using integration adapters (WCF-Custom, SFTP, TCP/IP etc.) Experience using variety of related technologies including .net, Web Services, IIS, HTML, XML, XSD, XSLT, XPath, XQuery, SOAP/REST.
- 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.
- Complies with project standards and processes related to producing high quality web-based applications.
- Maintains existing software systems by identifying and correcting software defects.

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.
- Certification in .Net or Java is a must.

- At least two (2) years working experience in developing applications with at least one (1) year on web services is a must.
- Experience in developing BizTalk interfaces using integration adapters (WCF-Custom, SFTP, TCP/IP) is an added advantage.
- Microsoft BizTalk Certification or other similar Enterprise Integration technology is an added advantage.
- Knowledge of Microsoft BizTalk Server 2016 and EDI Implementation, BAM, BRE is an added advantage.

CUSTOMS SYSTEMS SUPPORT ANALYST - ICT – LEVEL 9 (2 POSTS)

Key Responsibilities

- Troubleshooting ASYCUDA/ECTS errors or problems.
- Gather business requirements for ASYCUDA/ECTS.
- Assist business in providing solutions by configuring or re-configuring ASYCUDA modules.
- Assist business in understanding ASYCUDA/ECTS system capabilities.
- Work with ASYCUDA/ECTS developers to identify and implement custom solutions as required by business.
- Testing and deploying solutions to the production systems in conjunction with key module owners and adherence to the organization's documenting standards.
- Offer relevant training and development to ASYCUDA/ECTS 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, or a related Engineering discipline, or equivalent.
- At least four years' relevant experience of working with ASYCUDA and/or ECTS Systems
- Strong analytical skills in troubleshooting and problem solving, supported with excellent knowledge of business ethics.
- Appreciation or knowledge of ECTS and/or Single Window will be an added advantage.
- Clean Class 4 Driver's license is a prerequisite.

BUSINESS PROCESS IMPROVEMENT ANALYST - ICT – LEVEL 9 (1POSTS)

Key Responsibilities

- Identifies, investigates, and analyses business processes, procedures and work practices
- Identifies and evaluates inefficiencies and recommends optimal business practices, and system functionality and behaviour.
- Adherence to the Authority`s software development standards.
- Uses project management methodologies, principles and techniques to develop project plans and to cost, resource and manage projects
- Develops functional specifications for use by system developers.
- Uses data and process modelling techniques to create clear system specifications for the design and development of system software.
- Acts as a central reference and information source, providing guidance and assistance in the system project decision making process.

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 Bachelors` Degree: Computer Science/Information Systems or equivalent.
- At least certificate in Business Process Analysis or equivalent
- Must be well versed with Business Process Modelling and Notation standards
- Knowledge of BPMN tools is a must
- At least two (2) years` experience as a Business Process Analyst is a must
- Knowledge of Agile Software Development and the Software Development Life Cycle Methodologies.
- Knowledge of ZIMRA Systems environment is an added advantage.
- Possess strong business ethics
- Clean Class 4 driver`s license

NETWORK ADMINISTRATOR - ICT – LEVEL 9 (1POSTS)

Key Responsibilities

- Assess and evaluate network needs
- Plan and design of Wide Area Networks and Local Area Networks (LANs) for ZIMRA
- Carry out network installations and configurations

- Ensure physical and software network security
- Implement network solutions to ensure acceptable network uptime and network performance tuning
- Deploy network devices to data centres and ZIMRA stations
- Ensure availability, utilization, throughput, and latency are within best practices
- Monitor ZIMRA network using approved tools
- Rectify network connectivity problems are resolved as per SLA
- Resolve service desk reported issues
- Maintain ZIMRA and stakeholders Infrastructure
- Plan and implement network maintenance schedules
- Provide periodic and network uptime reports
- Provide station reports after each visit
- Carry out department projects in liaison with projects section
- Participate in various project teams as required
- Work with bandwidth service providers, contractors and other government agencies
- Offer consultancy services to other departments and government departments or entities - Ad hoc
- Implement audit and health issues observed for the department
- Knowledge of Telecommunications
- Perform any other functions as assigned by Networks Manager
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.

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

- Degree in Computer Science, Information Systems, Network Engineering or equivalent qualification
- Relevant postgraduate qualification will be an added advantage
- Certification in CCNA is a must.
- Experience and certification in Data centre core technologies an added advantage.
- Knowledge of network security, virtualization or telecommunications is an added advantage
- Experience in network monitoring tools an added advantage
- At least 5 years' hands on network experience in an enterprise ICT environment

SAP SUPPORT ANALYST (FI) - ICT – LEVEL 9 (1POST)

Key Responsibilities

- Troubleshooting respective SAP Finance 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.
- Knowledge of SAP S4 Hana is an added advantage.
- Testing and deploying solutions to the production systems in conjunction with key module owners and adherence to the organization'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, or a related Engineering discipline, or equivalent.
- SAP Certification in the module to be supported is a distinct advantage.
- At least four 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 a prerequisite.

SAP BASIS ADMINISTRATOR - ICT – LEVEL 9 (1POST)

Key Responsibilities

- Install, configure, maintain and administer Solaris, Windows and Linux Operating Systems and High Availability technologies.
- Administer Oracle VM Technologies for SPARC
- Perform first level support on all Supercluster Hardware

- Install, configure, monitor and administer Oracle Databases and Oracle Dataguard for SAP systems
- Conduct database backups, recovery and restore
- Administer Oracle Clusterware, RAC and ASM storage systems
- Monitor ZFS storage systems
- Establish and implement a backup testing schedule.
- Install and configure SAP AS ABAP, AS Java systems and SAP-Router,
- Conduct SAP performance monitoring and tuning
- Administer SAP transport change management
- Monitor SAP environment with appropriate tools and assist in troubleshooting
- Perform SAP Kernel patching and install Support packages
- Implement SAP Application security policies
- Any other duties that may be assigned by incumbent's supervisor

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

- Degree in Information Systems, Computer Science or equivalent.
- At least 3 years post qualification experience
- Knowledge of and experience with Solaris, Linux/Windows Operating Systems
- Knowledge of at least one (1) of the following virtualization technologies (VMware, KVM Oracle VM, or Hyper-V) is an added advantage
- Knowledge of and experience with SAP Hardware Platforms (Oracle engineered systems)
- Training or certifications in Oracle engineered systems technologies (RAC, ASM, Oracle ClusterWare, Oracle Cluster)
- Knowledge of and experience with Oracle DB and SAP Hana
- Knowledge of and experience with SAP ERP and SAP Netweaver Applications (ABAP and Java)
- Training or certifications in SAP Netweaver technology

DATA WAREHOUSE SPECIALIST - ICT – LEVEL 9 (1POST)

Key Responsibilities

- Data Repository and SAP HANA platform management
- Perform data warehouse tuning and designing Data models using IDT in SAP HANA or any other technologies.
- Develop and maintain data quality processes to ensure the accuracy and consistency of data.

- Integrating data marts into data warehouse and looking for patterns to use for predictive analytics methodologies.
- Monitor and optimize data warehouse performance, addressing any bottlenecks or issues.
- Evaluation of the system use and maintaining service level score aggregates ensuring that the targets are met.
- Ensuring data integrity and security, maintaining access levels to different categories of users.
- Develops disaster recovery plan(DRP) for division services, including allocation of resources such as critical skeletal staff during a disaster.
- 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/ Computer Engineering/Data Analytics/ Data Management/Business/Economics/Statistics or equivalent.
- At least one of the following certifications is required - Data Management (Power BI, Data Warehouse Certification, Data Engineering, SAP HANA), Python/ R programming.
- At least 1 year in an ICT Systems support or software development environment.
- At least 1 year experience in a data analytics environment.
- Possess strong Business Ethics
- Clean Class 4 Driver's license is a prerequisite.

BUSINESS INTELLIGENCE ANALYST - ICT – LEVEL 9 (1POST)

Key Responsibilities

- Evaluating data requirements, uncovering areas for improvement, and developing and implementing reports.
- Leading ongoing reviews of business intelligence and developing data models.
- Report Creation using SAP Web Intelligence Rich Client to be accessed in Webi, PowerBI, Tableau or QlickSense
- Coding of automation process using Python/R programming and development of Machine learning models.
- Effectively communicating insights and plans to cross-functional team members and management.

- Providing leadership, training, coaching, and guidance to juniors.
- Ensuring data requirements from business users are met.
- Managing projects, developing project plans, and monitoring performance.
- Managing competing resources and priorities.
- 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/ Computer Engineering/Data Analytics/ Data Management/Business/Economics/Statistics or equivalent.
- At least one of the following certifications is required - Data Management (Power BI, Data Warehouse Certification, Data Engineering, SAP HANA), Python/ R programming.
- At least one (1) year in an ICT Systems support or software development environment.
- At least one (1) year experience in a data analytics environment.
- Possess strong Business Ethics
- Clean Class 4 Driver's license is a prerequisite.

ICT SUPPORT SPECIALIST – ICT- LEVEL 9 (1 POST)

Key Responsibilities

- Adheres to change, release, incident and problem management processes and procedures
- Administers accounts and assigns privileges according to user duties in the region
- Assists in installing, configuring, diagnosing, repairing, and upgrading the Authority's PC hardware, printers and other ICT equipment while ensuring its optimal performance
- Assists the ICT Service Desk Manager to maintain work stations hardware and software, applications, printers and other hardware peripherals
- Configures and administers desktops, printer and remote station networking devices
- Co-ordinates ICT operations for the assigned region
- Participates in implementation of ICT projects across all the stations
- Perform preventive maintenance within the Region under support
- Supports development and implementation of new computer projects and new hardware installations
- System updates, software upgrades and end point rollouts and support across ZIMRA

- Troubleshoots, resolves and/ or escalates Systems queries to Service Desk Manager for technical support.

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

- BSc degree in Computer science, Information Systems or other related field or studying towards an IT degree.
- At least five (5) years' experience working in an ICT support environment.
- Experience of working with networked computing systems/windows TCP/IT networking experience;
- Knowledge of and competence in Microsoft Windows operating system and office suite

INTERNATIONAL AFFAIRS OFFICER – CORPORATE AFFAIRS- LEVEL 9 (2 POSTS)

Key Responsibilities

- Supporting the development of technical co-operation and collaboration between ZIMRA and international bodies.
- Facilitating communication between ZIMRA and other revenue administrations;
- Supporting the manager in handling communication between ZIMRA and international development partners including donors;
- Ensuring that all donor funded programmes run smoothly within the organisation
- Conceptualising, developing, and coordinating technical assistance projects in the assigned areas of responsibility, including training needs assessments, budgetary and resource planning and monitoring and evaluation of missions.
- Tracking implementation of recommendations from technical assistance missions and foreign meetings.
- Coordinating international meetings and other local high-level meetings and workshops on behalf of ZIMRA.
- Hosting all visiting dignitaries and ensuring correct observance of protocol.
- Coordinating Exchange of Information in liaison with good practices and international standards
- Coordinating MOU drafting and signing ceremonies as well as implementation of the MOUs
- Preparing mission briefs, drafting minutes and reports.
- Preparing calendar of annual meetings.
- Coordinating international travels in liaison with relevant stakeholders.

- Writing news articles for the regional and international audience.

Job Skills and Competencies

- Good organisational and time management skills.
- Ability to work both independently and as part of the team.
- Ability to identify and drive solutions processes.
- Ability to communicate effectively in written and spoken language at all levels.
- Flexible to travel frequently at both local and international levels
- Strong inter-personal skills.
- Unquestionable integrity.

Qualifications and Experience

- First degree in Arts, Social Sciences or Business related;
- Experience in Tax Administration and financial sector and a must;
- Excellent verbal communication and writing skills;
- Knowledge and experience in protocol handling; diplomacy, etiquette and stakeholder engagements,
- Proven experience in event and project management.
- High levels of analytical skills.
- Knowledge of SAP is an added advantage.
- Master's Degree in Communication/International Relations/Fiscal Studies is an added advantage.
- Possession of a clean class 4 Driver's licence is a pre-requisite.

ACCOUNTING ASSISTANT, FINANCE & ADMINISTRATION – LEVEL 11 (3 Posts)

Key Responsibilities

- Processing payments
- Monitoring the receipting systems
- Processing bank reconciliations
- Account maintenance (Temporary Deposit / Imprest / Petty cash)
- Debtors and Creditors reconciliations
- Revenue reporting

Job Skills and Competencies

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

- Unquestionable integrity.
- Good interpersonal and communication skills.

Qualifications and Experience

- A degree in Accounting / Finance or equivalent / Part C in CIS/ACCA/CIMA.
- At least (two) 2 years' experience in a similar environment.
- Thorough knowledge of SAP and / or ASYCUDA is a distinctive advantage.
- Knowledge of Excel is an added advantage.

GROUND REACTION OFFICERS, CUSTOMS AND EXCISE – LEVEL 11 (5 POSTS)

Key Responsibilities

- Formulate plans for Border Control Reaction activities on the basis of intelligence information received or gathered.
- Detect, intercept and prevent smuggling activities at designated ports of entry and undesignated ports of entry and undesignated crossing points along the border line using intelligence information received.
- Initiate prosecution of persons involved in smuggling activities.
- Liaising and engaging with other law enforcement agents to build a harmonious working relationships on matters relating to compliance and enforcement.
- Liaise closely with other ZIMRA divisions or sections to promote joint interventions on technical issues where appropriate.
- Gather intelligence information and build risk profiles of persons and companies involved in the smuggling of goods to reduce revenue leakages at ports of entry and illegal crossing points.
- Reviews policies, processes, procedures, operational guidelines and recommends the necessary change for approval.

Job Skills and Competencies

- Self-starter with ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity.
- Ability to interact with various departments such as Legal, Compliance, Audit and internal stakeholders in Information Technology.
- Good communication and interpersonal skills.
- Ability to work with minimum supervision.
- Good organisational, people and time management skills.

Qualifications and Experience

- A degree in Accounting/ Economics/ Economics/ Commerce/ Business studies/ Fiscal Studies/ Business management/ Security/ full CIS or equivalent.
- Knowledge of Customs and Excise Legislation and Procedures.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **18 March 2024**, 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
6th 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.

