

VACANCY NOTICE

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

COMMAND CENTRE SUPERVISOR – LOSS CONTROL – LEVEL 9 (1 POST)

Key Responsibilities

- Manage and supervise Command Centre operators / officers, assigning duties and monitoring performance.
- Organize Command Centre shift schedules and ensure adequate staffing for continuous 24 / 7 operations.
- Address staff welfare, disciplinary, and conduct-related matters in line with organizational policies.
- Ensure the smooth and efficient operation of all Command Centre activities.
- Manage access control systems and respond to alarms and system alerts.
- Ensure strict adherence to Command Centre Standard Operating Procedures (SOPs) at all times.
- Provide input into the development, review, and continuous improvement of Command Centre policies and SOPs.
- Ensure compliance with data protection legislation and internal controls regarding the handling and dissemination of recorded material.
- Provide information and support management responses to audit observations relating to Command Centre operations.
- Supervise the identification, retrieval, processing, storage, and preservation of recorded footage.
- Ensure recorded material is handled in accordance with legal, regulatory, and organizational requirements.
- Recommend equipment, systems, and technologies to enhance Command Centre effectiveness.
- Perform basic troubleshooting and escalate complex system issues as required.
- Log system faults and coordinate resolution with internal support departments (ICT, Administration) and external maintenance contractors.
- Coordinate with internal support offices and service providers to ensure timely maintenance and system availability.

Job Skills and Competencies

- Good interpersonal and communication skills.
- Innovative and passionate to support organisational transformation.
- Self-starter with ability to work under pressure and beyond stipulated hours.
- Team player who can actively participate in and coordinate successful teams.
- Unquestionable integrity.

Qualifications and Experience

- A degree in Information Management Systems / Information Communication Technology / Security / Intelligence Studies / Geospatial Intelligence / Geographic Information Systems / Social Science or equivalent.
- Five (5) years' experience in security management, investigations, risk management, ICT installation & Maintenance, Geospatial Intelligence or in any degree fields above.
- Five (5) 'O' Levels including English Language, Mathematics and Science
- A clean class four (4) driver's licence is an advantage.

COMMAND CENTRE OFFICER – LOSS CONTROL – LEVEL 11 (12 POSTS)

Key Responsibilities

- Monitors surveillance systems to detect security breaches, suspicious activity and incidents
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- Verify alerts received and assess suspicious activities to confirm incidents.
- Control PTZ camera functions, including pan, tilt, and zoom, to maintain effective visual coverage.
- Manage access control systems and ensure only authorized personnel access restricted areas.
- Receive and respond to alarms in accordance with Command Centre SOPs.
- Report security breaches and incidents of interest promptly and accurately.
- Relay real-time information to relevant stakeholders to support timely response.
- Dispatch appropriate response resources to attend to incidents as required.
- Coordinate communication with relevant stakeholders, including Police and Security Teams, in line with Command Centre SOPs and policies.
- Maintain accurate, complete, and up-to-date registers and logs of all events and activities.
- Securely store records and prevent unauthorized access or disclosure.
- Ensure records and logs are easily retrievable when required.
- Record, store, and securely preserve digital footage in accordance with Command Centre SOPs and policies.
- Ensure strict adherence to approved procedures when retrieving stored digital footage.
- Prepare periodic, incident, and ad-hoc reports as required and in line with established procedures.
- Ensure Command Centre equipment is clean, functional, and in usable condition at all times.
- Maintain the Command Centre in a clean, safe, and hygienic state.
- Ensure the safety, security, and proper handling of all Command Centre equipment.
- Enforce access control to the Command Centre, ensuring entry is restricted to authorized personnel only.

Job Skills and Competencies

- Ability to effectively operate CCTV, PTZ cameras, alarms, and access control systems in line with established procedures.
- Strong situational awareness to identify, verify, and respond to security incidents, including timely escalation and dispatch of resources.

- Competence in maintaining accurate logs, reports, and secure records, including proper handling and retrieval of digital footage.
- Ability to relay clear, real-time information and coordinate effectively with security teams, law enforcement, and other stakeholders.
- Strict adherence to SOPs, data protection requirements, and ethical standards when handling sensitive information and evidence.
- Ability to remain calm, focused, and effective in high-pressure environments while working shifts and maintaining operational discipline.

Qualifications and Experience

- A Diploma or degree in Information Management Systems / Information Communication Technology / Security / Intelligence Studies / Geospatial Intelligence / Geographic Information Systems or equivalent.
- Two (2) years' experience in security management, investigations, risk management, ICT installation & Maintenance, Geospatial Intelligence or in any degree fields above.
- Five (5) 'O' Levels including English Language, Mathematics and Science
- A clean class four (4) driver's licence is an advantage.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **21 February 2026**, 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 that only shortlisted applicants will be responded to and females are encouraged to apply.

