



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 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 operate CCTV, PTZ cameras, alarms, and access control systems in line with established procedures.
- Ability to conduct trouble shooting to determine system challenges for escalation.
- 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 Electronics/Information Management Systems / Information Communication Technology / Geospatial Intelligence / Geographic Information Systems / Intelligence Management or equivalent.
- At least two (2) years' experience in electronic surveillance systems installation & maintenance, CCTV/bio-metric systems operation, ICT systems installation & maintenance, geo-spatial intelligence operations, intelligence analysis or in any of the above cited fields.
- 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 **7 May 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.

