

VACANCY NOTICE

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

ENTERPRISE RISK ANALYTICS MANAGER – CORPORATE RISK, – LEVEL 8 (1 POST)

Key Responsibilities

- Develop and maintain enterprise-wide risk analytics frameworks, dashboards, key risk indicators and risk intelligence reporting tools.
- Design and implement analytical models and methodologies to support risk identification, measurement, monitoring and reporting.
- Continuously monitor the internal and external business environment to identify emerging, strategic, operational, financial, compliance, technological and reputational risks affecting the Authority.
- Apply statistical analysis, predictive analytics, scenario analysis, stress testing and quantitative risk assessment techniques to evaluate risk exposure and emerging trends.
- Conduct trend analysis and horizon scanning to identify emerging risks and opportunities that may impact the Authority's strategic objectives.
- Champion the standardization, automation and continuous improvement of risk data management processes.
- Establish and maintain risk data governance standards to ensure data quality, integrity, accuracy and consistency.
- Develop and maintain risk dashboards and management information reports using business intelligence and analytics tools.
- Prepare high-quality periodic reports for Executive Management on the Authority's risk profile, emerging risks and key risk trends.
- Manage individual and team performance to ensure achievement of divisional objectives and key performance indicators.
- Build risk analytics awareness across the Authority through training and stakeholder engagement initiatives.

Job Skills and Competencies

- Strong analytical, quantitative and problem-solving skills.
- Advanced knowledge of Enterprise Risk Management principles, frameworks and methodologies.
- Excellent statistical analysis, risk modelling and data interpretation skills.

- Strong business intelligence, data visualisation and dashboard development capabilities.
- Sound knowledge of risk management standards and leading practices.
- Excellent report writing, presentation and communication skills.
- Ability to translate complex analytical findings into practical business insights.
- Strong stakeholder engagement and relationship management skills.

Qualifications and Experience

- A Bachelor's degree in Risk Management, Finance, Mathematics, Statistics, Accounting, Economics, ICT or a business-related discipline.
- At least five (5) years of postgraduate experience in Risk Management and/or Data analytics.
- At least two (2) years' experience in a supervisory or management role will be an added advantage.
- Professional certifications such as FRM, CRISC, CERM, CRMA, CIA, CISA, CFE or equivalent are mandatory.
- An MBA or Master's Degree in Risk Management, Data Analytics, Business Analytics, Finance, Statistics, Accounting or a related field will be an added advantage.
- Experience in Customs/Domestic Taxes or Tax environment is an added advantage.

DATABASE ADMINISTRATOR – ICT – LEVEL 8 (1 POST)

Key Responsibilities

- Install softwares used by ASYCUDA eg oracle and Linux software
- Administer and monitor SQL server databases
- Validate and restore backups
- Classify and prioritise and resolve database incidents
- Investigate root causes of recurring or systematic database issues
- Design and implement permanent fixes
- Maintain inventories of database instances, licences and configurations
- Validate patch schedules
- Enforce secure baselines
- Allocate memory, hard disks and space usage on servers.
- Create users who would be using the system.
- Assign and control names used for various portions of data base including transaction codes, elements, tables, records, etc
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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 Bachelor's Degree in ICT, Computer Science, Information Systems or related discipline.
- At least two (2) years' experience in a related field.
- Professional certification in database administration or systems engineering (minimum one recognised certification) examples:
 - Oracle Certified Professional OCA or OCP-Database Administration is a must.
 - Oracle Cloud Foundations & Oracle Autonomous databases.
 - Training or Certification in Oracle Data guard technologies.
 - Red Hat Certified Engineer (RHCE) for open systems exposure.
 - CompTIA Database+ervers
 - ISO/IEC 27001 Lead Auditor or Lead Implementor (for compliance assurance)
- Knowledge or experience of working with Customs & Excise or trade systems will be an added advantage.
- Clean Class 4 Driver's license is a prerequisite

SYSTEMS SUPPORT ANALYST, CUSTOMS – ICT – LEVEL 8 (1 POST)

Key Responsibilities

- Provide first and second level technical support for Customs & Excise business applications such as ASYCUDA, ECTS, Single Window, eTIP, and related internal and external integrations.
- Diagnose, troubleshoot, and resolve application incidents and service requests within established Service Level Agreements (SLAs).
- Log, track, prioritize, and resolve support tickets using the issue tracking system, ensuring timely updates to stakeholders.
- Collaborate with end-users and business units to identify application issues and implement effective solutions with minimal disruption to operations.
- Monitor application performance and system health, conducting regular checks to ensure optimal functionality and reliability.
- Identify recurring issues and implement proactive measures and improvements to reduce system downtime.
- Implement application patches, updates, enhancements, and configuration changes in line with the approved Change Management processes.
- Test and validate system updates, new features, and configurations before deployment to production environments.
- Maintain accurate documentation of system configurations, incidents, changes, and operational procedures to support audit readiness and compliance.

- Ensure applications comply with ICT governance frameworks (COBIT), data protection regulations, and trade compliance policies.
- Identify, mitigate and escalate application security risks, ensuring the protection of sensitive data and adherence to internal security policies.
- Support disaster recovery and business continuity plans by documenting and testing recovery procedures for applications.
- Collaborate with systems development and infrastructure teams to support integrations with enterprise systems such as SAP ERP, TaRMS, FDMS and Payments Platforms.
- Recommend and implement automation and process improvement initiatives to enhance operational efficiency.
- Liaise with third-party vendors and service providers to resolve application-related issues, manage escalations, and ensure quality service delivery.
- Provide training and guidance to end-users, and develop user guides, FAQs, and knowledge base articles to support effective system use.
- Monitor vendor performance to ensure compliance with service agreements and contractual obligations.
- Generate and analyse support reports, system performance metrics, and KPIs to evaluate the effectiveness of application support services.
- Communicate incident updates, system changes, and service improvements to relevant stakeholders.
- Recommend continuous improvements to application support processes based on operational insights and user feedback.

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 Bachelor's Degree in ICT, Computer Science, Information Systems, Engineering, Accounting Information Systems or equivalent discipline is required.
- At least two (2) years' experience in working with or supporting enterprise business systems/applications is required.
- Proven experience troubleshooting and resolving application or system incidents in operational environments is required.
- Knowledge of IT service management practices such as ITIL incident and problem management is mandatory.
- Experience working with cross-functional teams and stakeholders, including ICT teams, business users, vendors, and external partners.
- Ability to document incidents, produce reports, and maintain knowledge bases or operational documentation.
- Knowledge or experience of working with Customs & Excise or trade systems will be an added advantage.
- Clean Class four (4) Driver's license is a prerequisite.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **17 July 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 female candidates and people with disabilities are encouraged to apply and only shortlisted applicants will be responded to.

