A Lucrative Career Opportunity Awaits You!

Position: Systems Applications Officer

Job Purpose

To administer, support, maintain and continuously improve business applications, with particular responsibility for supporting the National Petroleum Stock Management System, in order to ensure secure, reliable and timely availability of information for regulatory operations and decision-making.

Main Duties and Responsibilities

- Administer, configure and maintain assigned business applications to support ERB regulatory and corporate operations.
- Provide dedicated application support for the National Petroleum Stock Management System, enabling timely visibility of national fuel stocks, petroleum-product movements, transactions and compliance information.
- Receive, diagnose, resolve and document application incidents and service requests, escalating complex faults where necessary.
- Monitor application availability, interfaces, data exchanges, performance and error logs, and coordinate timely action.
- Support requirements analysis, configuration, testing, user acceptance, release and deployment of application enhancements, patches and upgrades in line with approved change-management procedures.
  Support application interfaces, validate data flows, and work with business users to resolve data-quality issues.
- Administer authorised user access and application roles, support security controls, and review access and activity records.
- Maintain application inventories, configuration records, procedures, manuals and support logs, and provide user guidance and training.
- Liaise with departments, application developers, vendors and ICT service providers to resolve issues and improve service delivery.
- Perform any other duties as may be assigned by the supervisor.

Minimum Requirements

- Full Grade 12 Certificate or equivalent.
- Bachelor's Degree in Computer Science, Information Technology, Information Systems, Software Engineering or a related field.
- A minimum of three (3) years' relevant post-qualification experience in business applications support, systems administration, software implementation, database support or a related ICT field.
- Relevant certification in applications administration, database management, systems analysis, IT service management or information security is an added advantage.
- Must be a member of the ICT Association of Zambia (ICTAZ) and must have a valid practicing certificate.
  Verification of all qualifications by ZAQA is required.

Other Skills and Attributes

- Strong business applications administration and support skills.
- Knowledge of systems analysis, testing and change management.
- Sound understanding of database concepts, data integration and troubleshooting.
- Knowledge of application security, access control and audit requirements.
- Strong incident, problem and service-request management capabilities.

How to Apply

Applicants who meet ALL the minimum qualifications above will be invited to submit soft copies of application letters, current Curriculum Vitae (with minimum two (2) professional referees, in Word version) and ZAQA-certified photocopies of Grade 12 School Certificate, Diploma Certificate(s), and relevant professional qualification certificates.

Closing Date: **5th November 2026** / **Submit Applications to:** **jobs@ictaz.org.zm**