

EXTERNAL JOB OPPORTUNITIES

In line with our corporate priorities aimed at ensuring optimization of revenue collection and increased tax compliance on one hand and the need to effectively manage the numerous challenges and opportunities in the fast-changing business environment on the other, we are seeking highly motivated, result-oriented, well-qualified and experienced professionals to fill the following vacant positions:

1.0 ASSISTANT DIRECTOR-ADMINISTRATION SUPPORT SERVICES, SALARY GRADE ZRA03 (1 POSITION), ADMINISTRATION FUNCTION

A. PURPOSE

Reporting to Director- Administration, the job holder will be responsible for planning and managing the Authority's estates and general services functions and activities in order to ensure efficient implementation of administrative strategies and policies in support service provision to the Authority.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Planning, coordinating, and controlling activities and work programs of the Administration Support Unit to ensure streamlined workflow and superintends general services provision;
2. Initiating, developing and administering relevant administrative policies and procedures, including reviewing of the same in order to facilitate the efficient and effective functioning of the Unit;
3. Initiating, developing and maintaining systems for managing the Authority's physical and electronic records;
4. Monitoring and supervising the Authority's Safety, Health and Environment functions to ensure adherence to Occupational Health and Safety regulations and efficient implementation of the Authority 's Occupational Health and Safety Policy;
5. Determining service levels and preparing operational budgets and plans for the Department to ensure efficient service delivery;
6. Assisting staff in meeting performance standards through providing the necessary guidance/ coaching, support, training and development of required competencies;
7. Ensuring compliance with set internal systems and procedures in the department as reviewed from time to time in order to achieve organizational excellence;
8. Ensuring effective management of cleaning and other services contracts for the provision of a conducive work environment for staff;
9. Initiating, developing and maintaining systems for the management of movable assets under the care of Administration Department;
10. Overseeing the Disposal of Authority Assets;
11. Co-ordinating rational procurement and distribution of office equipment and furniture in accordance with the Authority's needs and available resources;
12. Consolidating recurrent and capital Departmental Budgets and monitoring utilization of all budget lines under Administration;

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13. Assessing office requirements for various Divisions, sourcing for office space and ensuring its rational distribution and utilization;
14. Ensuring the Authority obtains optimal economic value from owned and rented property;
15. Performing liaison functions for the Administration Department with both internal and external stakeholders.

C. MINIMUM REQUIREMENTS

1. Grade Twelve (12) School Certificate or equivalent;
2. Bachelor's Degree in Social Sciences such as Degree in Public Administration, Business Administration or any other related qualification;
3. Minimum of 5 years relevant post qualifying working experience in administration Department or related field;
4. Must possess minimum of three (3) years relevant work experience in a managerial role;
5. Valid Membership to a relevant professional body;
6. Training in Asset Management, Estates Management or Occupational Health and Safety would be an added advantage; and
7. Master's Degree in relevant field will be an added advantage.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity
2. Good interpersonal and negotiation skills
3. Decision making Skills
4. Report writing skills
5. Leadership and general management skills
6. Analytical skills
7. Communication and presentation skills
8. Innovation

2.0 MANAGER- DIGITAL FORENSICS – SALARY GRADE ZRA04 (1 POSITIONS) INVESTIGATIONS FUNCTION

A. PURPOSE

Reporting to the Assistant Director Investigations, the job holder will be responsible for managing the Forensic Unit with the aim of facilitating investigations and prosecution of tax offenders as well as support the ZRA overall compliance strategy.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Planning and implementing activities of the Unit to achieve set targets;
2. Allocating appropriate tasks to team members in an effective and fair manner;
3. Providing guidance to officers for the forensic analysis requirement of each case;
4. Ensuring staff participation in the Unit's work in-order to identify improvements to work processes;
5. Ensuring the effective use of Forensic laboratory Unit Procedure manuals so as to efficiently and effectively carry out operational plans / orders for the acquisition, examination, analysis and presentation of findings;
6. Directing and guiding Forensic Unit staff in the research and validation of new or existing techniques, procedures, methods, and equipment used in the laboratory;

7. Identifying and recommending needs for change in digital forensic equipment and procedures;
8. Liaising with and assisting other ZRA officials as well as other Government Agencies as necessary in an efficient and effective manner;
9. Monitoring staff performance and identifying development needs; and
10. Organising and reporting performance data.

C. MINIMUM REQUIREMENTS

1. Grade 12 School Certificate or General Certificate Education (GCE) equivalent with five credits or better which must include English and Mathematics;
2. University Degree with a bias in computer science, ICT or related field;
3. Minimum of five (5) years relevant post qualifying work experience supervising Digital Forensics work;
4. Minimum one vendor neutral and one vendor specific certification in digital forensics; and
5. Must be a licenced valid member of the Information and Communication Technology Association of Zambia (ICTAZ).

D. OTHER SKILLS AND ATTRIBUTES

1. Innovative
2. High Integrity
3. Decision maker
4. Firm, Diplomatic & tactful
5. Team player
6. Strong leadership & management skills
7. Good Analytical & problem-solving skills
8. Good computer skills

3.0 TRANSPORT AND LOGISTICS MANAGER - SALARY GRADE ZRA04 (1 POSITION), ADMINISTRATION FUNCTION

A. PURPOSE

Reporting to the Assistant Director – Administration Support Services, the jobholder will be responsible for planning, managing and coordinating all transport and logistics activities of the Authority to ensure an efficient and cost-effective transport system to support revenue collection.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Managing and coordinating daily transport activities including scheduling, routing and dispatching of vehicles and drivers in the field;
2. Monitoring transportation costs and identify opportunities for cost savings;
3. Developing and maintaining transport performance metrics and reports and use data to identify areas for improvement;
4. Ensuring vehicles safety and roadworthiness through planned maintenance/ service and routine vehicle inspections;
5. Cost tracking and recommending the disposal of vehicles which are no longer economical to operate;

6. Preparing of transport annual plans and budgets; and budgetary control;
7. Ensuring that all vehicles are insured and following up insurance claims with the Insurance Officer for reimbursement in the event of vehicle accident loss;
8. Ensuring effective vehicle movement controls through the strict use of the various transport controls such as log books, gate passes, transport requisitions and approval system;
9. Implementing cost saving and vehicle monitoring technologies such as fleet management software and GPS tracking system to prevent abuse of vehicle;
10. Reviewing and recommending changes to transport policy and procedures to effectively support ZRA business;
11. Maintaining of an updated inventory of vehicles including age, condition and physical distribution per station;
12. Monitoring fuel costs and implementing strategies to reduce fuel consumption such as using more fuel-efficient vehicles and optimizing the routes; and
13. Supervising of outsourced contracts for vehicle serving and repair, and fuel supply.

C. MINIMUM REQUIREMENTS

1. Grade 12 school Certificate or General Certificate of Education (GCE) or equivalent;
2. Bachelor of Science Degree in Mechanical Engineering, Transport and Logistics Management or any other related qualification;
3. Minimum of five (5) years relevant post qualifying work experience in Transport and/ or Logistics Management;
4. Valid Member of Engineering Institute of Zambia (For candidates with Engineering Qualification);
5. Valid Member of the Chartered Institute of Logistics and Transport.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity and honest
2. Personal organization
3. Sound judgement
4. Innovative
5. Interpersonal skills
6. Team work
7. Analytical skills
8. Good communication Skills
9. Supervisory skills

4.0 DIGITAL FORENSICS ANALYST, SALARY GRADE ZRA05 (2 POSITIONS) INVESTIGATIONS FUNCTION

A. PURPOSE

Reporting to the Manager - Digital Forensics, the job holder will be responsible for Managing and supervising the analysis and dissemination of digital intelligence and evidence to facilitate investigation and prosecution of offences as well as support the overall ZRA compliance strategy.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Planning for forensic examination and analysis;
2. Identifying digital devices with potential digital evidence;
3. Acquiring digital images of identified digital devices;

4. Examining and analyzing digital images;
5. Presenting of findings in standardized report formats;
6. Preserving and maintaining the chain of evidence;
7. Securing and safeguarding digital evidence;
8. Supporting the prosecution of the alleged offenders;
9. Intelligence gathering and case development;
10. Preparing digital forensic reports;
11. Preparing forensic files in line with the Forensic Laboratory Unit's procedure manual;
12. Providing expert opinion on findings of the forensic examination and analysis;
13. Preparing monthly performance reports;
14. Ensuring that assets are used for official purposes and in compliance with ZRA standing.

C. MINIMUM REQUIREMENTS

1. Grade 12 School Certificate or General Certificate Education (GCE) equivalent with five credits or better which must include English and Mathematics;
2. University Degree with a bias in Computer Science, BSC Information and Communication Technologies or other relevant qualifications; and
3. Minimum of three (3) year's relevant post qualifying work experience

D. THER SKILLS AND ATTRIBUTES

1. Innovative
2. High Integrity
3. Decision maker
4. Firm, Diplomatic & tactful
5. Team player
6. Supervisory skills
7. Strong Analytical, Technical and Presentation skills
8. Good computer skills
9. Communication Skills

**5.0 CONTRACTS OFFICER - SALARY GRADE ZRA05 (1 POSITION),
ADMINISTRATION FUNCTION**

A. PURPOSE

Reporting to the Procurement Controller, the job holder will be responsible for planning, coordinating, managing and administering contracts signed by the Authority.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Preparation of contract documents for goods, work and consultancy services in accordance with a particular procurement for review by the Procurement Controller;
2. Participating in evaluation of tenders for subsequent submission before the procurement committee for approval;
3. Undertaking of market research to ensure contract variation requests represent correct market trends;
4. Preparing of evaluation reports and timely preparation of Procurement Committee papers;

5. Ensuring timely preparation of solicitation documents for goods, works and consultancy services in accordance with the Public Procurement Act No.8 of 2020 and the Public Procurement Regulations, 2022;
6. Building relationships with suppliers and negotiate with them within the prescribed mandate;
7. Providing secretarial services to negotiation committees as directed by management including the Procurement Committee;
8. Liaising with contract managers for possible contract variations including updating management on status of contracts monthly, quarterly or annually;
9. Verifying invoices received in procurement for goods, works and services consumed and timely processing payments to ensure normal Authority operations;
10. Effectively communicate whether verbally or in writing with management, co-workers, vendors, contractors, the general public, and suppliers to establish and maintain proper working relationships;
11. Providing expertise in the drafting of technical specifications and terms/conditions for the acquisition of goods, services and works;
12. Prepare procurement documents (i.e. IFBs, RFPs, Contracts, Amendments, Renewals, etc.) as required by management;
13. Supporting the preparation of the procurement annual plans;
14. Conducting site visits to ensure execution of projects for supervision and inspection.

C. MINIMUM REQUIREMENTS

1. Grade Twelve School Certificate/GCE Equivalent;
2. Degree in Purchasing and Supplies or Degree in Social Sciences, Engineering, Business Administration, Sciences with a Diploma of the Chartered Institute of Purchasing and Supply;
3. Minimum of Three (3) years relevant post-qualifying work experience in contracts management and expediting; and
4. Valid Member of Zambia Institute of Purchasing and Supply with a valid practicing License.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity
2. Public relations skills
3. Communication skills
4. Supervisory skills
5. Analytical and numerate skills
6. Computer skills
7. Research skills
8. Report writing skills
9. Negotiation skills

6.0 MAINTENANCE ENGINEER, SALARY GRADE ZRA005 - (1 POSITION) – ADMINISTRATION FUNCTION

A. PURPOSE

Reporting to the Manager-Maintenance, the job holder will be responsible for responsible for overseeing and managing all maintenance activities, including assessments, planned and unplanned maintenance of equipment, installations, buildings, and other infrastructure. The

role ensures that all ZRA facilities are maintained to the highest standards, ensuring operational efficiency and safety

B. MAIN DUTIES/ACCOUNTABILITIES

1. Plan and implement maintenance schedules for all equipment and installations.
2. Coordinate the adherence to OEM procedures and guidelines for the maintenance of equipment by all Maintenance Officers.
3. Conduct regular assessments to identify maintenance needs and prioritise tasks.
4. Oversee both planned and unplanned maintenance activities to ensure timely completion.
5. Monitor the performance of equipment and installations to ensure optimal functionality.
6. Ensure compliance with safety regulations and standards during maintenance activities.
7. Assist in the maintenance of buildings and other infrastructure, including electrical, plumbing, and structural repairs.
8. Carrying out conditional surveys on existing buildings, preparing schedules of defects and making recommendations for remedial works.
9. Undertake preventive maintenance programs to minimise downtime and extend the lifespan of infrastructure.
10. Carry out inspections on reported defects or faults in building elements, service installations and auxiliary facilities and make recommendations for remedial measures.
11. Supervise and guide maintenance staff and contractors to ensure execution of projects according to standard and schedule.
12. Coordinate with other departments to ensure maintenance activities do not disrupt operations.

C. MINIMUM REQUIREMENTS

1. Grade 12 School Certificate or General Certificate Education (GCE) equivalent with five (5) credits or better which must include English and Mathematics;
2. Bachelor's degree in Civil Engineering, Mechanical Engineering, Electrical Engineering, or a related field;
3. Minimum of three (3) years relevant post qualifying experience in maintenance engineering, preferably in a similar role;
4. Membership to the Engineering Institute of Zambia, with a valid Engineering Registration Board (ERB) Practicing License;
5. Competency in computer-aided software packages such as AutoCAD.
6. Strong knowledge of maintenance management systems and practices.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity and Highly principled
2. Pleasant and Authoritative
3. Must be tactful
4. Personally organised
5. Principled and well-cultured
6. Innovative
7. Have good customer service
8. Communication Skills

7.0 RESEARCH LABORATORY TECHNOLOGIST, SALARY GRADE ZRA05 - (2 POSITIONS), RESEARCH AND CORPORATE STRATEGY FUNCTION

A. PURPOSE

Reporting to the Assistant Director-Statistics, the job holder will be responsible for providing technical and administrative support in research laboratory facility and management of access to anonymized tax data for research purposes, access to and using the data.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Manage the administrative and technical functions of the data lab;
2. Ensure adherence to data security and confidentiality protocols;
3. Maintaining lab hardware and software, and troubleshooting technical issues;
4. Liaise with ZRA's ICT department and relevant stakeholders;
5. Retrieve, cleaning and processing microdata in SQL and Stata;
6. Assisting in drafting, reviewing and revising documentation related to the microdata;
7. Assisting with data manipulation, analysis, and visualization;
8. Responding to researcher queries and providing technical guidance;
9. Assisting in drafting, reviewing and revising documentation related to the data;
10. Facilitate knowledge-sharing between various stakeholders;
11. Contribute to the development of the lab's policies and procedures;
12. Participate in capacity-building initiatives (e.g., training workshops);

C. MINIMUM REQUIREMENTS

1. Grade 12 school Certificate or General Certificate of Education (GCE) or equivalent;
2. Bachelor's Degree in Computer Science, Statistics, Economics, or a related field;
3. Minimum of three (3) years relevant work experience in data extraction and manipulation using SQL, STATA and/or Python; and
4. Master's Degree in a related field is an added advantage.

D. OTHER SKILLS AND ATTRIBUTES

1. Self-motivated and results-oriented
2. Strong analytical and problem-solving skills
3. Excellent communication and interpersonal skills.
4. Attention to detail and commitment to accuracy Proficient in SQL (including complex queries, joins, and subqueries) for Oracle and MS SQL Server environments.
5. Strong Python programming skills with experience using Pandas and NumPy
6. Knowledge of data visualization tools and techniques using STATA and/or R studio.
7. Knowledge of relational database concepts and data schemas
8. Understanding of basic statistical concepts and their application in economic research
9. Ability to interpret and analyse data from various sources.

8.0 ASSISTANT PROCUREMENT OFFICER - SALARY GRADE ZRA06 (2 POSITIONS), ADMINISTRATION FUNCTION

A. PURPOSE

The job holder will be responsible for the day to day procurement activities through timely sourcing of goods, services, works and consulting services in order to meet organizational requirements in line with the Public Procurement Act and the Procurement Regulations.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Preparation of bidding documents for goods, works and consultant services in accordance with the approved procurement plan for review by the Procurement Controller;
2. Preparing evaluation reports and procurement committee papers;
3. Undertaking of market research to ensure purchases are sourced from the most competitive source;
4. Preparing and drafting of contracts for goods, works and services;
5. Ensuring that all procurement records are properly kept and up to date;
6. Timely preparation of periodic and ad hoc procurement reports as required;
7. Administering tender closing and opening and preparing tender opening reports on the e-GP Platform;
8. Timely Evaluation of tenders to ensure supply of good, works and services;
9. Ensuring timely matching and verification of supplier and service provider's; invoices in the SAP system for onward transmission to Finance Department;
10. Preparing monthly and quarterly procurement unit reports;
11. Preparation of the Annual Procurement Plan in accordance with the provisions of the Public Procurement Act, 2020;
12. Assists in administering hotel bookings and conferencing for members of staff and preparing arrangements for all local and international travels for staff as directed by the Procurement Controller;
13. Providing secretarial services to negotiation committees as directed by management including the Procurement Committee;
14. Reviewing and amending, as needed, specifications, purchase orders, contracts, change orders, and related documents;
15. Facilitating supplier meetings, site inspections, and pre-bid conferences;
16. Managing the procurement processes for both competitive open bidding and competitive negotiations, and assisting departments, and the Authority with process compliance in line with ZPPA requirements.

C. MINIMUM REQUIREMENTS

1. Grade Twelve School Certificate or General Certificate of Education equivalent;
2. Degree in Procurement., Purchasing and Supply or other relevant fields;
3. Minimum of two (2) years relevant post-qualifying work experience; and
4. Valid Member of Zambia Institute of Purchasing and Supply with a valid practicing License.

D. OTHER SKILLS AND ATTRIBUTES

1. Good interpersonal and negotiation skills

2. Integrity
3. Public Relations skills
4. Planning and Organising Skills
5. Self-disciplined and driven
6. Report writing skills
7. Computer skills
8. Analytical and numerical skills
9. Communication skills
10. Research skills

9.0 HUMAN RESOURCE OFFICER-EMPLOYEE WELLNESS, SALARY GRADE ZRA05 (1 POSITION), HUMAN RESOURCE FUNCTION

A. PURPOSE

Reporting to the Human Resource Manager - Employee Relations and Psycho-Social Counseling, the jobholder will be responsible for employee wellness and support staff welfare in the Authority.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Supporting well-being and quality of life of ZRA staff;
2. Planning, scheduling and coordinating wellness activities throughout the Authority;
3. Promoting a culture of total wellness and health in the Authority;
4. Developing and implementing employee wellness programs and initiatives;
5. Providing counselling and support services to employees;
6. Promoting and fostering a positive and inclusive work environment;
7. Improving employee engagement, productivity, and job satisfaction;
8. Implementing strategies to reduce stress, absenteeism, and turnover;
9. Enhancing overall employee experience and organizational performance through structured interventions;
10. Implementing mental health and stress management mechanisms;
11. Promoting physical health and fitness and employees in order to improve productivity;
12. Supporting the promotion of work-life balance programmes in collaboration;
13. Strengthening implementation of employee engagement and retention programmes;
14. Providing counselling and support services to staff;
15. Developing and implement health education and promotion;
16. Supporting organisational culture and environment development; and
17. Coordinating the work of the Employee Wellness Champions (EWC) from all stations in order to ensure that employees in stations participate in employee wellness programmes.

C. MINIMUM REQUIREMENTS

1. Must possess a Grade Twelve School Certificate/General Certificate of Education or Equivalent with five (5) Credits or better including mathematics and English;

2. Degree in Human Resource, Industrial or Social Psychology or relevant related qualification;
3. Minimum of three (3) years' relevant post qualifying work experience administering wellness initiatives to promote employee well-being and retention; and
4. Must have a valid Associate membership and 2025 practicing licence of the Zambia Institute of Human Resource (ZIHRM), Psychology Association Zambia or relevant profession.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity
2. Good interpersonal and negotiation skills
3. Good understanding of Labour laws
4. Accommodating personality
5. Self-disciplined and driven
6. Principled with excellent counselling skills
7. Strong incorruptible character

10.0 BUSINESS DEVELOPMENT OFFICER – SALARY GRADE ZRA05 (1 POSITION) HUMAN RESOURCE FUNCTION

A. PURPOSE

Reporting directly to the Business Development Manager, the job holder will be responsible for contributing to the Zambia Revenue Authority (ZRA) Training Centre business by identifying, developing and managing opportunities to increase growth, profitability and developing strategic partnerships, acquire new clients and strengthen existing relationships with key customers both internally and externally.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Assisting the Business Development Manager in Identifying, developing and implementing new business opportunities to create new income streams across ZRA Training Centre's;
2. Generating new leads and maintaining a database of potential clients through personal selling, networking, events, digital marketing and referrals;
3. Designing and developing a monthly social media content calendar to ensure engagements across digital marketing platforms;
4. Designing and developing content for Training Centre website;
5. Developing relationships with other organizations and utilising influencers to expand the Authority's reach;
6. Managing key client relationships and ensuring long term client satisfaction and retention;
7. Building and maintaining network of industry contacts and key stakeholders including professional bodies and associations;
8. Developing and maintaining long term relationships with clients and partners to ensure customer retention;
9. Maintaining accurate records of all business development activities;
10. Engaging externally with relevant sectors, industries and businesses with a view to exploit the capabilities of the Training Centre;
11. Assisting the Business Development Manager in Engaging with key stakeholders in other academic institutions to ensure that the Training Centre achieves its targets and realizes identified opportunities;

12. Undertaking personal development to assure continual effectiveness in business development within the Higher Education Sector in a way that directly benefits the Training Centre;
13. Assisting the Business Development Manager in Undertaking research and market analysis, including client profiling, sourcing trend setters and high growth potential business opportunities and contacts;
14. Working closely with cross functional teams (such as Finance, Corporate Communications etc.) to ensure alignment and effective execution of business development strategies and plans; and
15. Complying with all policies and procedures, and facilitating appropriate training and staff development for the team.

C. MINIMUM REQUIREMENTS

1. Grade Twelve School Certificate/General Certificate of Education Equivalent with five credits or better including mathematics and English;
2. Bachelor's Degree in Marketing, Business Administration, and Economics;
3. Digital Marketing qualification or experience will be an added advantage;
4. Minimum of three years relevant post qualifying working experience in a similar role;
5. Practical work experience in the Hotel Industry or Training Centre will be an added advantage; and
6. Paid up Membership to the Zambia Institute of Marketing or relevant professional body.

D. OTHER SKILLS AND ATTRIBUTES

1. Good Interpersonal Skills
2. Good oral and written communication skills
3. Integrity in dealing with people
4. Pro-active approach and foresight
5. A skilled communicator with the tact and diplomacy to develop effective working relationship with demanding audiences.
6. Strong networker and prospector with creativity and marketing flair

11.0 TRANSPORT AND LOGISTICS OFFICER, SALARY GRADE ZRA05 (1 POSITION) ADMINISTRATION FUNCTION

A. PURPOSE

Reporting to the Transport and Logistics Manager, the job holder will be responsible for implementing the Transport Policy, Procedures and strategies to ensure a cost effective and efficient transport system in the Zambia Revenue Authority.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Monitoring vehicle usage through the use of logbooks and Electronic fleet Management;
2. Maintaining service schedules for all vehicles to ensure timely service;
3. Inspecting regularly fitness of vehicles in the Authority and supervise minor repairs on vehicles;
4. Ensuring that service provided by garages meets ZRA requirements;
5. Ensuring that all Authority vehicles are licensed and Insured timely;
6. Providing advice on vehicle requirements of the Authority;
7. Ensuring Police reports are obtained for vehicles involved in Road Traffic Accidents in order to facilitate repairs by the Insurance Company;

8. Identifying and recommending vehicles for disposal;
9. Maintaining an up to date record book/register of ZRA fleet of vehicles and ensure that vehicles are roadworthy at all times;
10. Ensuring availability of fuel and lubricants at all times for smooth running of operations;
11. Ensuring availability of drivers and mechanics and supervise their activities at all times;
12. Monitoring drawing of fuel from the approved filling stations and produce reports on the same to ensure that consumption is within the approved levels; and
13. Monitoring fuel consumption of each vehicle and make recommendations where necessary.

C. MINIMUM REQUIREMENTS

1. Grade Twelve School Certificate/General Certificate of Education Equivalent with at least five credits including Mathematics and English;
2. Bachelor of Science Degree in Mechanical Engineering, or Transportation, or Logistics Management, or any Bachelor's Degree with a Diploma in Transport and Logistics;
3. Minimum of Three (3) years relevant post qualifying work experience in Transport and/or Logistics Management;
4. Member of the Engineering Institute of Zambia; and/or
5. Member of the Zambia Chartered Institute of Logistics and Transport.

D. OTHER SKILLS AND ATTRIBUTES

1. Interpersonal skills;
2. Team player;
3. Analytical skills;
4. Communication skills;
5. Planning and organizational skills;
6. Management and leadership skills;
7. High level of integrity and honesty;
8. Decision Making;
9. Leadership and motivation.

12.0 DEVELOPER TRAINEE – GRADE ZRA06 (13 POSITIONS) INNOVATION AND PROJECT MANAGEMENT FUNCTION

A. PURPOSE

Reporting to the Senior Systems Developer, the position will be responsible for developing where prescribed, computer systems in ZRA and to ensure their services and facilities meet business needs through integration of various systems as well as to provide support for any outsourced systems.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Conducting system development and implementation for systems that will assist in Achieving a sustainable increase in revenue collection;
2. Documenting all systems developed according to system development standards and Ensuring that the accepted methodology is followed;
3. Strengthening existing information systems to enhance efficiency, coordinating and completing integration between various ZRA systems;
4. Developing and implementing IT systems development standards and procedures;

5. Ensuring that system enhancements are effected as prescribed; and
6. Ensuring that system amendments are tested before installation.

C. MINIMUM REQUIREMENTS

1. Grade Twelve (12) School Certificate or General Certificate of Education Equivalent; with five credits or better including mathematics and English;
2. Degree in Computer Science or equivalent;
3. Minimum of two (2) years relevant post-qualifying work experience as a Developer; and
4. Must be a valid member of ICTAZ or any other relevant professional body.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity
2. Good personal organization
3. Team player
4. Analytical Skills
5. Software development skills
6. Oral and written Communication skills
7. Problem solving skills

13.0 ICT OFFICER – BUSINESS CONTINUITY MANAGEMENT (BCM), SALARY GRADE ZRA06 (1 POSITION), BUSINESS FACILITATION, ICT FUNCTION

A. PURPOSE

Reporting directly to the Senior ICT Officer - Business Continuity Management (BCM), the job holder will be responsible for planning, designing and managing of database structures, handling troubleshooting of data corruption, Data Storage and backups, managing Standby Databases and ensuring that procedures for data recovery are in place and up to date.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Providing of ICT services to the user base ensuring high level of availability;
2. Being involved in the evaluation of new or modified software;
3. Ensuring the integrity of all databases;
4. Being responsible for the design, coding, implementation, usage and maintenance of databases in ZRA;
5. Designing logical and physical databases to meet user requirements;
6. Ensuring that the structure and placement of all data is understood and documented;
7. Regularly monitoring to review performance of databases;
8. Prepare and provide reports for management information and decision making;
9. Ensuring data consistency between central and remote databases;
10. Documenting all systems changes and incidents according to incident and enhancement standards and procedures;
11. Ensuring that recovery procedures are documented and up to date;
12. Maintaining up to date files or logs of all system changes and incidents at the standby Site;
13. Maintaining up to date systems, procedure and user manuals;
14. Implementing measures designed to safeguard the Information Technology and Management needs of the Authority in the event of major incidents or disasters;

15. Ensuring that systems and databases at the standby environment are tested enhancements are implemented as prescribed to the satisfaction of all stake holders;
16. Ensuring that system amendments are tested before installation at the standby environment and results confirmed by the users of the system; and
17. Carrying out research on latest ICT trends in the world and providing advice and recommending direction on ICT matters.

C. MINIMUM REQUIREMENTS

1. Grade Twelve School Certificate/General Certificate of Education Equivalent with five (5) Credits or better including Mathematics and English;
2. Degree in Computer Science or equivalent;
3. Minimum Two (2) years' relevant post qualifying work experience in the Information and Communication Technology profession as database administrator using Oracle; and
4. Must be a valid member of ICTAZ or any other relevant professional body.

D. OTHER SKILLS AND ATTRIBUTES

1. Must have knowledge of database development methods, techniques and requirements
2. Good Interpersonal Skills
3. Good oral and written communication skills
4. Good Leadership skills
5. Integrity in dealing with people
6. Good sense of judgement.

14.0 ICT OFFICER-DOMESTIC TAXES SYSTEMS SUPPORT, SALARY GRADE ZRA06 (5 POSITIONS), BUSINESS FACILITATION, ICT FUNCTION

A. PURPOSE

Reporting directly to the Senior ICT Officer- Domestic Taxes Systems Support, the job holder will be responsible for supporting, managing, planning, designing and development of computer systems for Domestic Taxes Systems in order to meet the business needs of the Authority.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Conducting system support for direct, indirect and excise divisions at ZRA that will optimize and sustain revenue collection and administration;
2. Resolving all incidents relating to systems under the Unit;
3. Ensuring that all applications are running as expected;
4. Performing information flow analysis for the purpose of enhancing the e-business infrastructure;
5. Ensuring that a requirements document is produced for all systems requested by the end user. This document must state the justification for such a system;
6. Monitoring and reviewing performance of systems regularly;
7. Managing the implementing interfaces between applications;
8. Ensuring timely provision of enhancements to systems;
9. Ensuring that all system amendments are documented and tested by end users before they are deployed on the live environment;
10. Implementing and maintaining automated update of applications and systems at the BCP site, making sure that they are synchronized with the production application/

systems at every moment; and

11. Conducting system development and implementation of systems that will optimize and sustain revenue collection and administration.

C. MINIMUM REQUIREMENTS

1. Grade twelve (12) School Certificate or General Certificate of Education (GCE) equivalent with five (5) Credits or better including mathematics and English;
2. Bachelor's Degree in Computer Science, Computer engineering, Information Systems technology, electronics and telecommunications engineering/technology;
3. Minimum of two years relevant post-qualifying work experience in the Information Technology profession; and
4. Must be a valid member of ICTAZ or any other relevant professional body.

D. OTHER SKILLS AND ATTRIBUTES

1. High level of integrity
2. Good personal organization
3. Analytical Skills
4. Computer literacy
5. Oral and written Communication skills
6. Problem solving skills.

15.0 REGISTRY CLERK, SALARY GRADE ZRA08 (6) – ADMINISTRATION FUNCTION

A. PURPOSE

Reporting to the Registry Supervisor, the job holder will be responsible for providing quality records management by maintaining and updating staff records contained in confidential personal files and making files available to users timely upon request.

B. MAIN DUTIES/ACCOUNTABILITIES

1. Maintaining taxpayers and administrative files safely and traceably in filing cabinets and monitors their movement;
2. Sorting, classifying, and opening new files according to available filing index;
3. Filing all correspondence and indexes taxpayers' files timely;
4. Appraising files/records in respect with the records life cycle while using properly documented transmittal lists;
5. Participating in identifying and evaluating workflow problems in the registry and contributes to development of solutions under the guidance of the Registry Supervisor;
6. Issuing files in Central Registry to authorized users and receiving them as they are returned;
7. Securing the Registry at all times and restrict access to the registry to ensure security of records;
8. Providing effective mail management services by ensuring that accurate registers for incoming and outgoing mail are in place to avoid mail delays and or misdirection;
9. Establishing and maintaining harmonious working relationships with fellow employees, superiors and all users of the records/files;
10. Ensuring strict adherence to confidentiality when handling confidential records;

11. Sorting, collating and assembling duplicated material in accordance with specific instructions in relation to photocopying and/or binding of documents; and
12. Operating a variety of simple office machines and equipment, such as photocopiers, detachers, book binders and trimmers.

C. MINIMUM REQUIREMENTS

1. Grade Twelve (12) School Certificate or General Certificate of Education Equivalent with five (5) credits or better including mathematics and English;
2. Diploma in Records Management or Library Studies;
3. An additional qualification in Information Technology or Management/Business studies will be an added advantage; and
4. Minimum of one-year relevant postqualifying work experience in a records management environment.

D. OTHER SKILLS AND ATTRIBUTES

1. Good client/ customer service orientation
2. Good interpersonal skills
3. Personal organisation;
4. Good initiative and ability to meet deadlines; and
5. Knowledgeable of registry filing, retrieval and tracking systems.

Instructions to Candidates:

Only candidates meeting the above role specifications and competencies should apply. Candidates should send their Application letter, detailed Curriculum Vitae with details of current residence, contact phone numbers/email address, three (3) traceable referees with their contact numbers and email addresses. Please scan and submit all documents as one (1) single file which should clearly indicate your full name and position applied for.

Only relevant copies of your professional qualifications should be attached to the application and consolidated in a single file. Applications should reach the undersigned not later than Monday, 17th June, 2025 using the following email addresses, Careers20242@zra.org.zm

The Authority is an equal employer and candidates are expected to demonstrate Integrity when participating in the recruitment process. Applications should be addressed to the undersigned and candidates should not apply for more than two (2) positions.

The Director Human Resource
Zambia Revenue Authority
P. O. BOX 35710
LUSAKA

Let's build a better Zambia together!

Call Centre

 4111 |  advice@zra.org.zm |  www.zra.org.zm

