

Technical Support Officer

Mbezi Beach, Dar es Salaam · Full-time · 1-3 years of experience · Closing 31 August 2026

About Upstairs Technology Solutions

Upstairs Technology Solutions builds and supports business software, cloud solutions, and custom web and mobile applications for customers in Tanzania and other markets.

Role summary

The Technical Support Officer helps customers and employees use company software and workplace technology, serving as the first contact for technical questions, account problems, software incidents, and user onboarding. The role focuses on software and user support. Hardware work covers printers and basic office peripherals only; external technicians handle computer repairs, cabling, CCTV, alarms, access control, and other physical installations.

Customer support and troubleshooting

- Respond to support requests through approved phone, email, messaging, and ticket channels.
- Support company software platforms and guide users through account access, onboarding, and initial setup.
- Reproduce problems and collect useful evidence such as screenshots, error messages, device details, and logs.
- Resolve common first-line software, account, configuration, and connectivity issues within approved access boundaries.
- Explain technical steps clearly in English or Kiswahili and keep users informed until resolution.
- Escalate product defects, payment issues, security concerns, and outages with enough evidence for investigation.
- Test approved fixes and confirm that the user can use the affected feature.
- Avoid production changes, database updates, and privileged account actions unless an authorized technical lead approves and supervises.

Internal software and user support

- Support employee email, company accounts, browsers, office Wi-Fi, productivity tools, and approved applications.
- Set up user accounts and basic device configurations, software, and updates under company procedures.
- Assist with printer, scanner, and basic peripheral setup.
- Maintain required technology records and refer device repairs or complex hardware problems to an approved technician.

Training and documentation

- Train customers and employees on company platforms and new features.
- Prepare short user guides and troubleshooting instructions.
- Keep support documentation current and turn repeated questions into reusable guidance.
- Share useful customer feedback with product and operations teams.

Required qualifications

- Diploma or bachelor's degree in IT, Computer Science, Information Systems, Computer Engineering, or a related field.
- 1-3 years of experience in technical, product, helpdesk, or customer-technology support.
- Experience supporting web, mobile, or cloud-hosted business applications.
- Strong spoken and written English and Kiswahili, with the ability to explain technical steps clearly.
- Ability to document issues and prioritize support requests.
- Willingness to work from Mbezi Beach and visit customer locations within Dar es Salaam when required.

Technical knowledge and added advantages

- Windows, Android, iOS, and common web browsers.
- Web and mobile application troubleshooting, including accounts, permissions, notifications, and settings.
- Basic TCP/IP, DNS, DHCP, Wi-Fi, and internet troubleshooting.
- Ticketing, issue-tracking, screenshot, log-collection, and remote-support tools.
- Basic awareness of APIs, databases, hosted applications, and production environments.
- Printer and peripheral setup.
- Experience with business platforms, PostgreSQL, Redis, APIs, application logs, or cloud monitoring is an advantage.

Working arrangements

The role is based at the Mbezi Beach office. Customer visits may cover onboarding, training, troubleshooting, or implementation support. Management must approve work outside standard office hours under company policy.

Working hours

Monday-Saturday, 9:00 AM-5:00 PM

Reports to

CTO, with day-to-day coordination from the Office Executive