



## **1. Credit Analyst**

Job reporting to: Head of Credit and Business Banking

Department: Credit and Business Banking

### **JOB PURPOSE**

Review and analyse credit applications to ensure that loans are granted in line with the credit policies and procedures, loan portfolio management and monitoring to ensure quality and sustainable portfolio growth.

### **ACCOUNTABILITIES**

- Critically analyse Credit Appraisal Reports, from a Credit risk perspective, for credit application packages received from Branches.
- Present analysis, findings, and recommendations to Head of Credit and Business Banking, especially findings that involve a borrower's ability to repay.
- Review credit application packages received from Branches, identify missing documents/information and demand submission of the same to ensure that all credit applications meet requirements of Credit policies and procedures.
- Perform security and financial risk assessment for application packages received from Branches.
- Perform critical assessment for projected cash flows and subject the same to sensitivity analysis to avoid requests for loan restructuring due to the fact

that the loan repayment arrangement was not well restructured in line with cash flows.

- Perform Credit rating for each loan application received from Branches.
- Ensure all borrowers are searched on credit reference bureaus and their reports are assessed thoroughly.
- Provide appropriate recommendations after reviewing credit applications to ensure that they are in line with the credit policies and procedures.
- Engage Business Units or Branch for loan applications cited to have weaknesses.
- Communicate with respective business units loan decisions to ensure that proper feedback is given to customers in line with credit policies and procedures.
- Maintain database of loans received from branches and decisions made thereon to ensure proper loan tracking is in line with the credit policies and procedures.
- Prepare legal documents for approved loans as per Bank standards and Country governing laws.
- Prepare monthly reports relating to highlights of loans.
- Conduct regular credit self-assessment to business unit and branches to ensure compliance to approved credit covenants and check if document in credit files (open and closed files) are updated.
- Monitoring of stock under WRS.
- Daily monitoring of Credit Portfolio and share report with Business unit and Branches and follow-up on business unit and branch to combat delinquencies.
- Proactively market Bank lending policies as the best practice in the market.
- Ensuring all files and credit records are in order.
- Working in co-operation with Business team to identify and monitor problem loans and possible delinquent facilities for further action.
- Work with business team and actively pursue and engage doubtful customers and those in arrears, so that all avenues are explored before marking the loan as substandard or doubtful.
- Immediate follow-up of accounts in arrears for closure.
- Initiation of demand and other legal procedures for delinquent loans.
- Recommendations to Head of Credit and Business Banking down-grading of accounts in arrears, charge off, re-assessment of securities and documentations.
- Initiate loan recoveries measures for charge off loans (recovery of collaterals, use of debt collectors/auctioneers, write-offs etc).
- Liaise with stakeholders for example to ensure that the Bank's interests are properly represented and safeguarded.
- Perform any other related duties as may be assigned from time to time by the immediate Supervisor.

*People Management Functions:*

- Train business units on skills relating to credit risk assessment in order to bridge the knowledge gap.

## **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

### **Experience Required:**

- Person with 3 years and above experience in analyzing the credit worthiness of customers and potential customers, and management and modeling of credit risk.

### **Knowledge required:**

- Holders of First Degree in Finance, Economics, Finance & Investment, Accountancy and any other relevant professional qualifications from any recognized University.

### **Skills required:**

#### *Technical skills:*

- Knowledge of financial and investment analysis
- Strong analytical and quantitative thinking
- Strong written communication skills
- Being well versed with software/technology used in finance/banking
- Basic MS-Word and Excel skills

#### *Behavioral skills:*

- Attention to detail and diligence
- Problem solving aptitude
- Ability to effectively manage competing deadlines for applications in a high-pressure work environment, with varying degrees of supervision
- Time management
- Ability to multi-task activities

## **COMMUNICATION & INTERACTION**

### **Internal**

- Branches
- Business Unit.
- Finance and Administration Department.
- Audit and Risk Department.
- Department of ICT (For technical support)

## **External**

- External Customers.
- Valuers.
- Auctioneers and Debts Collectors.
- Auditors and Accountants.
- Lawyers.

## **2. BUSINESS RELATIONSHIP MANAGER (BRM)**

JOB REPORTING TO: HEAD OF CREDIT AND BUSINESS BANKING

DEPARTMENT: CREDIT AND BUSINESS BANKING

TYPE OF CONTRACT: PERMANENT

### **JOB PURPOSE**

- To assist Head of Credit and business banking to develop, plan and execute diversified business growth strategy.
- To acquire new business while deepening existing business relationships to ensure business retention, more revenues and efficiency
- To acquire new business and manage existing business relationships with investors and customers focusing on co-operatives, SMEs, MSEs and retail segments
- To assist Head of Credit and Business Banking reviewing of bank products and development of new products of the Bank.
- To provide Leadership to the business banking team identifying talents, coaching, mentoring and training subordinates to deliver productivity
- To manage relationships and reputations of the bank with the key stakeholders, investors, cooperatives and Government entities.

### **NUMBER OF SUBORDINATES**

None

### **OWN PRINCIPAL ACCOUNTABILITIES**

- Business Relationship Manager is accountable for the following roles and responsibilities:
- Manage and acquire diversified business lines, Deposit and loans growth, accounts opening, interest and non-interest income and retain existing and potential customers.
- Manage growth (in number and value) and quality loan portfolio within agreed and budgeted volumes year by year.

- Preparation of Credit Appraisal Reports for credit application packages that fall under head office limit.
- Present analysis, findings, and recommendations to Head of Credit and Business Banking, especially findings that involve a borrower's ability to repay.
- Ensure all borrowers are searched on credit reference bureaus and their reports are assessed thoroughly.
- Daily monitoring of Credit Portfolio and share report with Branches and follow-up to combat delinquencies.
- To identify and monitor problem loans and possible delinquent facilities for further action.
- Actively pursue and engage doubtful customers and those in arrears, so that all avenues are explored before marking the loan as substandard or doubtful.
- Immediate follow-up of accounts in arrears for closure.
- Recommendations to Head of Credit and Business Banking down-grading of accounts in arrears, charge off, re-assessment of securities and documentation.
- Ensuring all files and credit records are in order.
- Manage and deliver business and financial performance consistently within the set business objectives and projected profitability, efficiency and productivity ratios.
- Ensure that the operational expenditure is well managed within the approved budget to deliver efficiency and cost-effectiveness.
- Ensure business risk management, adherence to governing tools and effective controls policies and procedures are at all-time adhered to and all variances are timely reported
- Review and act on Financial and MIS reports for quick and objective decisions and projections of business growth and addressing challenges
- Undertake business process review and streamlining to address bottlenecks and deliver fast turnaround time for credit processing and approval
- Manage and deliver exceptional customer services and experience to meet customers' satisfaction with agreed
- Turnaround time (TAT) and SLAs and KCBL service charter and values
- Manage, oversee and resolve all requests, inquiries and complaints that arise from customers and stakeholders within acceptable TAT.
- Any other duties as may be assigned by Head of Credit and Business Banking and/or higher authority.

## **EDUCATION REQUIREMENTS**

## **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- Holders of First Degree in Business Administration, Marketing, Public Relation, Economics, Finance or any other relevant professional qualifications from any recognized University.
- Master degree, CPA, CPB is an added advantage.

### **Experience Required:**

- Person with 5 years and above experience in banking industry or other reputable institutions with practice in areas of Marketing/Sales, Customer Relationship and Management.

### **Knowledge required:**

- In-depth knowledge of sales tactics, operations, business management, relationship management and customer services competencies
- Good interpersonal skills and ability to multitask delivering results
- Demonstrate leadership capabilities and business acumen
- Analytical and presentational skills and ability to work well under pressure with strict deadlines and limited supervision

### **Skills required:**

#### *Technical skills:*

- Risk analytical and thinking.
- Strong written communication skills
- Being well versed with software/technology used in finance/banking.
- Basic MS-Word and Excel skills

#### *Behavioral skills:*

- Attention to detail and diligence
- Problem solving aptitude
- Ability to effectively manage competing deadlines for applications in a high-pressure work environment, with varying degrees of supervision.
- Time management.
- Ability to multi-task activities

## **COMMUNICATION & INTERACTION**

### *Internal*

- Branches.
- Finance and Administration Department.
- Audit and Risk Department.
- Department of ICT (For technical support).

## *External*

- Customers.
- Auditors and Examiner.
- Valuers.
- Auctioneers and Debt Collectors.

### **3.DRIVER CUM MESSANGER**

JOB REPORTING TO: HEAD OF FINANCE AND ADMINISTRATION

DEPARTMENT:BRANCH OPERATION

#### **JOB PURPOSE**

Drive all type of vehicles with very high skill and be able to detect any vehicle defects and promptly reports to Head of Finance and Administration. Keep log book sheets up to date in connection with vehicle movements.

#### **ACCOUNTABILITIES**

##### *As Driver*

- To inspect the vehicle before use to verify water, oil, fuel, tidiness and report any major discrepancies to Supervisor.
- To drive the vehicle carefully to ensure safety of the vehicle and passengers.
- To keep record of logbook for all trips made.
- To report promptly to the Supervisor on all abnormalities that occurs to the vehicle.
- To keep safely the vehicle's accessories, such as jacks, spare tyre, spanners, etc.
- To carry out minor repair problems promptly and report major ones to the Supervisor.
- To produce monthly reports of vehicle maintenance.
- To perform the above and related duties with a view to the Bank's 'Code of Conduct'.
- To carry out any other related duties as may be assigned by the Supervisor

##### *2. As Office Attendant*

- To deliver mails, and messages to various locations in and outside the bank premises.
- To post and collect letters from the Post Office.
- To switch ON and OFF the Branch standby electric generator.
- To carry out any other related duties as may be assigned by the Supervisor.

#### **OTHER RESPONSIBILITIES:**

Assist cash bundling and cash transit.

#### **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

##### **Experience Required**

At least one year in office administration experience

##### **Knowledge required**

Completion of Secondary Education and a valid class “c” driving license with Trade Test Certificate Grade. I. from VETA or National Institute of Transport and a V.I.P Drivers certificate issued by the National Institute of Transport.

##### **Behavioral skills required:**

High Integrity – Comfortable handling confidential information  
Multi-tasking and time-management skills, with the ability to prioritize tasks.

#### **COMMUNICATION & INTERACTION**

Internal  
Bank Team Members  
External  
Bank visitors and business partners

### **4. SENIOR ICT & SYSTEM ADMINISTRATOR**

JOB REPORTING TO: HEAD OF ICT

DEPARTMENT: ICT

CONTRACT TYPE: Permanent



LANGUAGE: English and Swahili

## **JOB PURPOSE**

Responsible for overall ICT strategic planning, core banking management, process automation and innovations.

## **ACCOUNTABILITIES**

- Develop, maintain and ensure all time data replications and business continuity of DR site.
- Training users on new system to enhance their efficiency.
- Configuring new equipment e.g. personal computers, printers, modems, laptops, etc.
- Evaluating, Implementing, and managing the best practice for ICT systems security.
- Maintain and perform preventive maintenance for hardware and software in all machines.
- Provide support on Core banking system by consulting the vendor to resolve business issues pertaining CBS
- Ensuring a secure environment for equipment and safe operation in machines.
- Ensuring communication equipment and systems are in a working condition.
- Ensuring compliance with and adherence to purchase of system equipment, machinery and software terms and conditions and warranties.
- Advice Head of ICT for innovations and acquisition of system hardware, software, machinery, equipment and services.
- Manage and ensure core and all peripheral systems are up and running to support business and operations.
- Ensuring safe and proper control of access to Server Room and Disaster Recovery Centre.
- Advice Head of ICT on acquisition of modern and the best ICT technology for banking operations.
- Ensure banking systems compliance to monitoring and controlling tools and governance frameworks. Develop and review quarterly system Compliance Self Assessment Templates.
- Ensure compliance to systems access right matrix, system audit trails and password.
- Updates compliance database/system with compliance findings by BOT Inspectors, External Auditors and Internal Auditor.
- Liaise with all departments to provide all requisite system reports.
- Identify and manage ICT risk and execute DR Site test for core banking system to ensure business continuity and data security.
- Ensure proper custody of system data logs, security logs, and CCTV footage.

- Ensure bank physical security gadgets are properly maintained, monitored and comply with bank Physical Security Policy.
- Perform any other duty that you may be assigned by Head of ICT.
- Experience in support of Core Banking System (CBS) especially BR .NET will be an added advantage
- The candidate should have at least 4 years of experience in financial institution

## **EDUCATION REQUIREMENTS**

### **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- Direct appointment will be made Bachelor Degree/Advanced Diploma in Information Communication Technology or any other related disciplines.
- Professional IT Certification or Master's Degree will be an added advantage.

### **Knowledge required**

- High level skills and knowledge working in a virtualised, Microsoft server environment.
- High level skills and knowledge of networks in a complex environment.
- Help desk skills with an emphasis on customer service and user training
- Behavioral attributes
- Excellent interpersonal and communication skills
- Co-operative and Professional
- Customer service oriented
- High level of integrity
- Focus on control and compliance
- Pro activeness and innovative in solving issues.
- Passion for managing support activities, maintaining control by being alert to, and proactively handle, (potential) issues that may disturb operations, solving issues by involving key stakeholders.
- Self-driven, values based innovative, independent adaptive and results oriented person.

### **COMMUNICATION & INTERACTION**

- Internal
- Branch Network
- External
- Individual Customers

## **5. MARKET AND INVESTOR RELATIONS OFFICER**

JOB REPORTING TO: HEAD OF CREDIT AND BUSINESS BANKING

DEPARTMENT: CREDIT AND BUSINESS BANKING

CONTRACT TYPE: PERMANENT

## **JOB PURPOSE**

The Market & Investor Relations Officer is responsible for managing and maintaining relationships with investors and analysts by ensuring that communication is made available to stakeholders about the financial performance of the company and monitoring market developments that are relevant to the business performance in order to create a positive, consistent and trustworthy image of and for the bank. Perform Shares registration activities to serve Bank Shareholders to ensure they are served in accordance with the Banks standards and procedures.

## **ACCOUNTABILITIES**

- Develops and maintains the bank's marketing and investor relations plan.
- To manage relationships and reputations of the bank with the key stakeholders, investors, cooperatives and Government entities.
- Perform, monitoring and managing share registration services for the Bank to ensure that shareholders register maintained by the Bank is current and up to date.
- Preparing, administering and supervising shareholder's educational seminars, Annual General Meeting (AGM) to ensure that the board members and shareholders are well informed and served as per the required standards.
- Review and evaluate responses to shareholders queries and correspondences to ensure that all shareholders concerns are addressed and effectively attended.
- Review and prepare Board papers in order to have them produced and distributed timely and in right quality and quantity.
- Maintain safe custody of shareholders Depository Receipts to ensure that the receipts are safely kept. The safe custody is under dual control.
- Generate and analyses monthly Shareholding status report for Management to ensure that the shareholders status is current and updated.
- Prepare, oversee the process of dividend payment and reconciliation to ensure that shareholders are paid timely and accurately.
- To assist Head of Credit and business banking to develop, plan and execute diversified business growth strategy.
- Performs a comprehensive competitive analysis, including financial metrics and differentiation.
- Develops and monitors performance metrics for the investor relations function.

- Establishes the optimum type and mix of shareholders, and creates that mix through a variety of targeting initiatives.
- Monitors operational changes through ongoing contacts with bank management, develops investor relations messages based on these changes.
- Provides regular fair disclosure training to all bank spokespersons.
- Creates presentations, press releases, and other communication materials for earnings releases, industry events, and presentations to analysts, brokers, and investors.
- Oversees the production of all annual reports, SEC filings, and proxy statements.
- Manages the investor relations portion of the bank website.
- Monitors analyst reports and summarizes them for senior management.
- Serves as the key point of contact for the investment community.
- Establishes and maintains relationships with stock exchange representatives.
- Provides feedback to management regarding the investment community's perception of the bank.
- Manage, oversee and resolve all requests, inquiries and complaints that arise from investors and stakeholders within acceptable TAT.
- Represents the views of the investor community to the management team in the development of corporate strategy.
- Provides feedback to the management team regarding the impact of stock repurchase programs or dividend changes on the investment community.
- Help Head of Credit and Business Banking to ensure that the operational expenditure is well managed within the approved budget to deliver efficiency and cost-effectiveness.
- Any other duties as may be assigned by Head of Credit and Business Banking and/or higher authority. EDUCATION

## **REQUIREMENTS**

### **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- BA/Bsc in Finance, Accounting, Economics or any other relevant professional qualifications from any recognized University.
- Masters' degree in finance will be added advantage.
- 3+ years of accounting/finance experience, or 3+ years' experience in investor relations department.
- Relevant professional certification.
- Excellent communication and relationship management skills; Strong analytical skills;
- Strong in planning, organization and project management;
- Ability to persuasively present information;
- A high level of accuracy is required; diplomacy is equally important;
- Flexible: able to quickly judge situations and shift activities;

- Knows and understands confidentiality, price-sensitive and disclosure regulatory requirements
- High level of Integrity, honest and trustworthy to confronts unethical behavior quickly
- Encourage full disclosure of mistakes with unwavering fidelity
- Self-driven, values based innovative, independent adaptive and results oriented person.

## **BEHAVIORAL ATTRIBUTES**

- Excellent interpersonal and communication skills
- Co-operative and Professional
- Customer service oriented
- High level of integrity
- Focus on control and compliance
- Pro activeness and innovative in solving issues.
- Passion for managing support activities, maintaining control by being alert to, and proactively handle, (potential) issues that may disturb operations, solving issues by involving key stakeholders.
- Self-driven, values based, innovative, independent adaptive and results oriented person.

## **COMMUNICATION & INTERACTION**

- Internal
- Branch Network , Employees
- External
- Individual Customers, Potential Businesses, organizations etc.

## **6. BUSINESS RELATIONSHIP OFFICER**

JOB REPORTING TO: TEAM LEADER- BUSINESS

DEPARTMENT: BRANCH OPERATIONS

CONTRACT TYPE: Permanent

LANGUAGE: English and Swahili

### **JOB PURPOSE**

Develop and acquire new business opportunities and proactively market for lending/deposit mobilization from the existing business relationship and prospective clients.

Cross – selling bank services; working closely with the entire branch staff to maintain a high degree of customer focus.

Maintain relationship with all business customers and work closely with these customers to the mutual benefit of both the customer and the bank.

## **ACCOUNTABILITIES**

### **RELATIONSHIP MANAGEMENT FUNCTIONS**

- Identify and acquire new business opportunities through local market intelligence.
- Manage bank and customer relationship to sell and cross bank's product and services.
- Build and maintain strong business relationship with existing and prospects customers.
- Identify new business ventures through local market intelligence and identify support required for sales and on boarding execution.
- Demonstrate high level of integrity through compliance to credit policy and procedures.
- Handling customers' queries/complaints relating to loan installments and other loan related issues.
- Deliver the promised service in a consistent and accurate manner with speed.
- Create trust, confidence and confidentiality to customers.
- Proactive monitoring and maintenance of the relationship especially in lending

### **LOAN PREPARATION & APPRAISAL FUNCTIONS**

- Acquire, analyses and appraisal new and existing business projects for loan application
- Interviewing, analyzing, and evaluating borrowers and potential borrowers with emphasis on risks (business, financial, market etc) and particular focus on repayment risk (cash flow); preparation and completion of Credit
- Application form; making recommendations to branch Credit Committee/Head office Credit Dept.

### **CONTROL FUNCTIONS**

- Maintaining SME credit files; co-coordinating efforts with SME UNIT, audit, loans administration & documentation and banking operations.
- Working together with the Branch Credit Officer to ensure loan documentation, security etc is perfected and in place before disbursement.
- Daily monitoring of account operations of all SME borrowers
- Check covenants and other conditions at least monthly

- Ensure compliance with terms & conditions laid down by the Approval and Offer Letter
- Review risk grades at least quarterly
- Maintain client registers/databases and ensuring all files and branch records are in order
- Quarterly review of security values (FSV)
- Undertake renewals &/or reviews of outstanding loans before 90 days of expiry.

## **SUPERVISION FUNCTIONS**

- Working in co-operation with the Branch Manager and immediate supervisor to identify and monitor problem loans and possible delinquent facilities for further action;
- Actively pursue and engage doubtful customers and those in arrears, so that all avenues are explored before marking the loan as substandard or doubtful.

## **RECOVERY FUNCTIONS**

- Daily monitoring of all accounts in arrears
- Immediate follow-up of accounts in arrears
- Initiation of demand and other procedures
- Recommendations to Branch Manager/Field Supervisor
- Down-grading of accounts in arrears
- Re-assessment of securities and documentation
- Liaising with Recoveries Unit when appropriate (recovery of collaterals, use of debt collectors/auctioneers, write-offs etc)

## **OTHERS RESPONSIBILITIES**

- Preparing and agreeing an annual budget based on client portfolio
- Preparing and agreeing a monthly action plan and calling programme; regular monthly appraisal meeting with
- Branch Manager
- Maintain database of borrowing customers in the branch.
- Prepare performance reports (monthly work plan, activity report etc)

## **EDUCATION REQUIREMENTS**

## **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- University Degree in Business Administration, Banking, Accounting, Finance or any Business-related field.

- At least 3 years' experience in banking operations particularly lending and business relationship management for both personal and enterprises customers

## **SKILLS AND KNOWLEDGE**

- Well-informed of the market competitive structure, banking industry practices and regulations.
- Strong analytical, problem-solving, decision-making and financial management skills.
- Excellent interpersonal and networking skills.

## **BEHAVIORAL ATTRIBUTES**

- Excellent interpersonal and communication skills
- Co-operative and Professional
- Customer service oriented
- High level of integrity
- Focus on control and compliance
- Pro activeness and innovative in solving issues.
- Passion for managing support activities, maintaining control by being alert to, and proactively handle, (potential) issues that may disturb operations, solving issues by involving key stake holders.
- Self-driven, values based, innovative, independent adaptive and results oriented person.

## **COMMUNICATION & INTERACTION**

- Internal
- Branch Network
- External
- Individual Customers

## **7. HUMAN RESOURCES BUSINESS PARTNER**

JOB REPORTING TO: GENERAL MANAGER

DEPARTMENT: HQ

CONTRACT TYPE: Permanent:

LANGUAGE: English and Swahili

## **JOB PURPOSE**



Human Resource Business Partner shall assist the bank to provide strategic guidance in human resources management function of the Bank to optimize HR in executing bank Business Strategy and in line with operating policies, Personnel Manual, Circulars and directives issued from time to time by Management and the Board of Directors.

## **ACCOUNTABILITIES**

- Plan, direct and control the human resources activities of the Bank including recruitment and selection, training and staff development, compensation, rewards and benefits, safety and health, welfare and industrial relations
- Develop and implement human resources strategies in relation to personnel policies, procedures and practices.
- Recommend the development of employee terms and conditions of service.
- Advise heads of business units on the administration and interpretation of staff regulations and conditions of service and personnel policy of the Bank.
- Lead, manage and develop the human resources department team, services and functions.
- Develop and monitor the implementation of the bank-wide Performance Management Systems (PMS).
- Oversee and administer performance management system for senior staff.
- Develop, control and oversee the implementation of bonus and incentive schemes.
- Oversee and administer Staffing and Succession Plans.
- Oversee the implementation of bank-wide training and development programs.
- Develop and oversee implementation of high potential and senior cadre's career development plans.
- Develop and monitor the implementation of remuneration and benefits scheme.
- Develop staff communication strategy.
- Maintain an efficient human resources management Information System
- Develop and implement human resources information system (HRIS) policy and advice on appropriate systems acquisition and use.
- Oversee recruitment and selection of staff.
- Develop policies, procedures and systems aimed at attracting and retaining high caliber employees.
- Oversee employee relations to provide a constructive and harmonious working environment.
- Liaise with the Secretariat Department to obtain professional legal guidance and support in the application and administration of labor laws and other related legal matters.
- Prepare and control approved departmental annual budget
- Review and authorize staff payments and payroll within approved limit.

- Conduct regular training to Bank staff on matters pertaining to human resources management and general management.
- Network with other human resources professionals and maintain up to date information of developments and best practice in the human resources field to facilitate the Bank's ability to proactively update its practices and policies and remain competitive.
- Perform any other duties as may be assigned from time to time by Head of Finance and Administration

## **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- Minimum Bachelor's degree in Human Resource/Public Administration or Business Administration (or similar).
- At least 5 years' experience in banking business and operations management.
- In depth knowledge and conversant with labour law,
- In-depth knowledge and experience in Human resource business partnership, HR talent management and performance management,
- Good interpersonal skills and ability to multitask delivering results,
- Demonstrate leadership capabilities and business acumen,
- Analytical and presentational skills and ability to work well under pressure with strict deadlines and limited supervision.

### **Knowledge required**

- Degree / Adv. Diploma
- Computer literacy

## **COMMUNICATION & INTERACTION**

- Internal
- Employees
- External
- Service providers

## **8.ICT OFFICER**

Company: Kilimanjaro Co-operative Bank (KCBL)

JOB REPORTING TO: HEAD OF ICT DEPARTMENT

CONTRACT TYPE: PERMANENT

## **JOB PURPOSE**

Responsible for overall ICT systems' administration and supporting. The incumbent should assist the Head of ICT in implementing, managing and supporting all systems to support automation and digitization.

## **ACCOUNTABILITIES**

- Develop, maintain and ensure all time data replications and business continuity of DR site.
- Training users on new system to enhance their efficiency.
- Configuring new equipment e.g. personal computers, printers, modems, laptops, etc.
- Evaluating, Implementing, and managing the best practice for ICT systems security.
- Maintain and perform preventive maintenance for hardware and software in all machines.
- Provide support on Core banking system by consulting the vendor to resolve business issues pertaining CBS
- Ensuring a secure environment for equipment and safe operation in machines.
- Ensuring communication equipment and systems are in a working condition.
- Ensuring compliance with and adherence to purchase of system equipment, machinery and software terms and conditions and warranties.
- Advice Head of ICT for innovations and acquisition of system hardware, software, machinery, equipment and services.
- Manage and ensure core and all peripheral systems are up and running to support business and operations.
- Ensuring safe and proper control of access to Server Room and Disaster Recovery Centre.
- Advice Head of ICT on acquisition of modern and the best ICT technology for banking operations.
- Ensure banking systems compliance to monitoring and controlling tools and governance frameworks. Develop and review quarterly system Compliance Self Assessment Templates.
- Ensure compliance to systems access right matrix, system audit trails and password.
- Updates compliance database/system with compliance findings by BOT Inspectors, External Auditors and Internal Auditor.
- Liaise with all departments to provide all requisite system reports.
- Identify and manage ICT risk and execute DR Site test for core banking system to ensure business continuity and data security.
- Ensure proper custody of system data logs, security logs, and CCTV footage.
- Ensure bank physical security gadgets are properly maintained, monitored and comply with bank Physical Security Policy.
- Perform any other duty that you may be assigned by Head of ICT.

## **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- Direct appointment will be made Bachelor Degree/Advanced Diploma in Information Communication Technology or any other related disciplines.
- Professional IT Certifications will be an added advantage.

### **Knowledge required**

- High level skills and knowledge working in a virtualised, Microsoft server environment.
- High level skills and knowledge of networks in a complex environment.
- Help desk skills with an emphasis on customer service and user training

### **Behavioral attributes**

- Excellent interpersonal and communication skills
- Co-operative and Professional
- Customer service oriented
- High level of integrity
- Focus on control and compliance
- Pro activeness and innovative in solving issues.
- Passion for managing support activities, maintaining control by being alert to, and proactively handle, (potential) issues that may disturb operations, solving issues by involving key stakeholders.
- Self-driven, values based innovative, independent adaptive and results oriented person.

### **How to Apply**

Send Your application letter and CV to Email: [info@kcbl.co.tz](mailto:info@kcbl.co.tz)

Deadline : 18th February 2024