



Job Description

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Job Title IT Digital Channels Specialist	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Middle-Management	Industry Banking, IT & Software
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 3 Years
Secondary Industry IT & Software: 3 Years	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

- To ensure Digital Channel availability to customers and management of SLA with internal and External Vendors. The expectation from the role is digital customers should be able to get all the Services 24/7. The Bank is expecting the increase of number of transactions and service availability while earning an income increase through DigitalChannel services charges not limited to ATM, Internet banking, IFEC and Mobile banking.

Responsibilities

ATM Operations ,Projects and Risks related

- MIS reporting on ATM technical issues and support infrastructure for ATM as per regulatory
- Managing all ATM related issues, compliance and projects
- Responsible for ATM monitoring process is in place and monitoring is done as per agreed and escalation conducted within agreed time.
- Manage ATM commissioning and decommissioning process as per regulatory
- Ensure transparency on ATM infrastructure by developing and maintaining current database of ATM inventory, indicating location, configuration and operational
- Managing ATM hardware including sparrow switch, Software, Processes, Procedures support compliance with both internal and external regulatory
- Responsible for ATM related Project from planning to implementation
- Support and Implement changes/fixes within ATM portfolio
- Manage and implement controls on the ATM risk related issue eg fraudulent control

Managing other Digital Channels Operation ,Projects and Risks related for Internet banking, IFEC and Mobile banking

- Managing Systems Administration by getting the proper access required
- Managing Systems Monitoring and troubleshooting end to end until resolution
- Responsible for anti-fraud strategies
- Effective escalation on faults related to mentioned systems above per the escalation matrix

- Error handling analysis to avoid major breakouts
- Oversee the future demand of the systems and plan accordingly
- Extract reports per management requests
- Responsible for advising management on the least route to resolve issues and get competitive benefit in digital channels by continuously improving the service and returns to the stakeholders

Incident and Problem Management

- Responsible for taking ownership on all IT digital channels related
- Classifies problems, determining priority, impact and category and owning
- Stand in as a solid subject matter expert on all IT digital and ATMs related incidents and problems by determining and digging to their root
- Co-ordinates analysis and diagnosis of problems and owns the overall action plan to closure including recommending service improvement
- Liaises with other external suppliers to ensure that problems are resolved as quickly as
- Resolves problem ownership disputes, escalating where
- Ensures that known errors are correctly logged against relevant
- Ensures that all workarounds are fully documented and
- Ensures that solutions are implemented and communicated to
- Performs quality assurance of problem

Risk Management

- Build relationship with country IT Risk and Governance team and provide support wherever
- Contribute and deliver to the improvement of the risk profile by delivering improved governance, risk management, controls and compliance requirements.
- Recommend and implement an effective plan to deliver a satisfactory risk and audit profile for Operations & IT and achieve audit and assurance targets (whenever required).

Education & Qualifications

- Advanced Diploma or University degree, with preference for a B , B Sc (Eng.) or BSc (Computers/IT).
- ITIL v3 Certification (preferred)
- Knowledge of Banking/Branch Operations
- Understand the IT service delivery within a corporate environment (Advanced)
- Conceptual thinking skills (Solid)
- Ability to analyze, make decision and initiate act (Solid)

Requirements

- Minimum of 3 year service management experience
- Relevant experience at managerial level or equivalent bank related experience
- Demonstrated experience working in a deadline-oriented environment by managing multiple projects simultaneously
- Demonstrated experience and ability to work effectively in a dynamic, collaborative and fast-paced atmosphere
- Demonstrated ability and experience to develop and defend technical recommendations and budgetary plans.

Characteristics

- Technical knowledge and understanding of hardware and software specifications for IT and communication systems
- Expert level knowledge and skills with MS Office suite especially MS
- Communication Skills
- Demonstrate experience and ability to work effectively in a dynamic, collaborative and fast-paced atmosphere
- Demonstrate ability and experience to develop and defend business recommendations and budgetary plans
- Understanding ATM hardware and monitoring tools is
- Good communication
- A creative thinker who is always looking for ways to improve processes and create efficiencies while remaining open-minded
- Adept at identifying problems, finding solutions, correcting the situation and moving on
- Strong Communication/Influencing skills and managing multiple stakeholders across geography and customer relationships

Reporting To

Head of IT Service Management

Driving Licence

Not Required

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