



## **Career Opportunities: Specialist Corporate Solutions (2547)**

Requisition ID 2547 - Posted 08/29/2023

**Job Reporting To:** Manager, Internet Banking

**Department:** Retail Banking - Consumer Banking

**Location:** CRDB Bank PLC HQ

### **Job Purpose**

Manage Internet banking products and ensure its growth in terms of customer base, income and customer service. Support overall Internet banking products and services in its daily operational activities. Initiate, manage, retain and expand Internet banking subscribers, promote usage and grow collection business for all billers and businesses that have payments and collection business.

### **Responsibilities And Accountability**

- Innovatively, manage, monitor and Support all Internet banking products and services to ensure sales growth and quality service at all time
- Identify new business opportunities through market intelligence and suggest ways of collaboration to enhance business growth in terms of increasing customer base and promoting usage
- Responsible for digital products and services sales and on-boarding process of Internet banking across the network
- Coordinate resolutions for Internet banking technical issues with ICT department and proactively update stakeholders.
- Manage, monitor and assess day to day performance of Internet banking registration, transaction values, transactions volumes and its income while identifying areas of improvements if any
- Prepare weekly and monthly performance reports and share with management, respective zones and branches.
- Ensure all Internet banking revenues are collected and ensure there is no leakage.
- Timely authorizations of Internet banking requests from branches.
- Build capacity in branches via video conferences, email communications and branch visits for various Internet banking issues.
- Assist / Train and build capacity in branches via video conferences, email communications and branch visits.

- Collection of market intelligence information from local competition, similar products in the market and levels of service and share the same with Manager Internet banking for product improvement.
- Prepare weekly and monthly performance reports and share with management and branches.
- Analyze and provide appropriate measures to manage risks and ensure compliance with company's policies, regulator guidance and legal requirements while maintaining acceptable level of quality customer service delivery, efficiency and profitability
- Perform market intelligence analysis for local and global market with similar products and suggest areas of improvements if any.
- Perform any other assigned duties by your line manager.

### **Education, Experience, Knowledge and Skills Required**

- Degree in business related and or ICT studies or its equivalent.
- 4 years' experience in the banking industry handling Internet banking sales and products development.
- Retail Banking VAS products knowledge
- Regulations and procedures related to banking in Tanzania.
- Excellent communication and presentation skills
- Sales and negotiation skills
- Planning and organization skills
- Adaptability
- Teamwork and sense of humor
- Coaching, mentoring, training and motivating.
- Customer centric
- Innovative and good planner/ organizer

**Deadline 8th Sept 2023**

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## **Career Opportunities: Specialist; Core Networks (2246)**

Requisition ID **2246** - Posted **08/30/2023**

**Reporting Line-** Senior Manager, Networks

**Department-** DICT, HQ

### **Job Summary**

The purpose of the job is to oversee and support unified communication infrastructure (Data, Voice, Video & IM, audio and video Conference, and presentation) to satisfy business and customer requirements (flexibility, availability, performance, security, and continuous improvement).

### **Key Responsibilities:**

- Manage multiple unified communications infrastructure projects and operational tasks.
- Responsible for design, staging, configuration, implementation, and support for VoIP & Contact centre systems and configurations installations as necessary.
- Configure and maintain LAN and WAN for voice services.
- Install, configure, upgrade, and troubleshoot Cisco unified infrastructure applications.
- Coordinate and maintain different IP Telephony enhancements, Unified collaboration systems, Presentations and Audio-Visual facilities.
- Install and maintain Unified Communications Systems (CUCM, CUC, UCCX, IMP, AQM) applications.
- Configure and maintain standard QoS templates across all network devices.
- Provide support to UCS operations across the network.
- Provides world-class customer service to internal and external customers.
- Performs analysis of unified communications needs and contributes to the design of network architecture, integration, and installation.
- Monitors and maintains Unified Communication Systems and makes necessary recommendations for additional resources or hardware augmentations.
- Prepares and maintains UCS configuration documentation and changes.
- Conduct research and propose appropriate recommendations on unified communication products, services, protocols, and standards in support of user experience continuous improvements.
- Provide periodic capacity & forecast planning statistics and periodic reports to aid in management decisions.
- Consult with the management and design access policy for the acceptable use of the unified communications services.
- Prepare and maintain spare part lists, monitor inventory, and ensure that all the critical parts for unified communications systems are always available for fault repair and emergency requirements.
- Review and Support unified communications enhancement of the existing infrastructure through periodic upgrades (hardware & software)

### **Experience, Knowledge, and Skills Requirements**

- Bachelor's degree in computer systems, Technology, or any other equivalent and relevant qualification from an accredited institution.

- 5+ years of Cisco technical experience, including design, implementation, and support of Cisco Unified Communications solutions.
- Extensive hands-on experience with ACD and IVR solutions
- Cisco Unified Contact Center Express technologies
- Knowledge/ Experience of H.323, H248, MGCP and SIP.
- Knowledge / Experience of Voice over Internet Protocol (VoIP) and IP trunking concepts, topology design – VoIP media RTP/RTCP.
- Expertise with Signaling Protocols – ISDN, CAS, Analogue, T1/E1 PRI and E and M.
- Experience / Knowledge of compression algorithms – G729, G711, G722 etc.
- Extensive experience configuring, implementing, and troubleshooting QoS.
- Experience supporting Call Centers, including setup, configuration and troubleshooting of toll-free numbers desirable.
- Strong knowledge of voice, video and data switches and routers, telecommunications protocols and standards, voice and data infrastructure tools and services, QoS design and operation.
- Knowledge of audio and video conferencing backend systems, Cisco TMS, voice gateways, Cisco MCU, Content Servers, VCS controller and VCS expressway.
- Scripting and UC application development skills.
- Expert practical knowledge of Cisco Collaboration Systems.
- Data analysis and problem-solving skills.
- Strong planning and organizing skills.
- IT Service Management skills.

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