



## **1. NOC Infrastructure Administrator (1 Position(s))**

Job Location :

Head Office, Hq

Job Purpose:

24/7 Proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within Network operation center (NOC) which will or has the potential to degrade bank services, and ensure service delivery meets and exceeds business customers expectations by maintaining the value of the services.

Main Responsibilities:

- Daily proactive monitoring, conducting first level troubleshooting, resolution and escalation of all issues pertaining to Data Centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office and branches.
- Monitor network devices and service components, pinpointing critical issues exceeding thresholds that could lead to downtime.
- Prepare daily, weekly, and monthly performance statistics for the network and data center infrastructure, status reports, and graphical aids for management.
- Maintain current configuration on existing NOC infrastructure
- Monitor network devices and service components, pinpointing of critical issues exceeding thresholds that could lead to downtime.
- Automate and consolidate all manual health check reports.
- First level support for all OMNI Channels and services ensuring proper escalation to second level support.
- Knowledge sharing to operational level support team.
- Maintain and optimize NOC infrastructure licenses; make sure that all business-critical services are monitored.
- Coordinate planning and execution of routine maintenance tasks.
- Configuration, maintenance and automation of processes using service manager Max(SMAX)
- Integrating ticketing and monitoring systems, manage proactive visibility of services.
- Automation of service monitoring with Kapptivate robots.

Knowledge and Skills:

- Service management standards and baselines in Operating Systems, Network Virtual environments, Databases and middleware.
- Good Knowledge on networks, applications, data center infrastructure, self-service channels, power, and cooling utilities monitoring and troubleshooting.
- Advanced knowledge of microfocus tools.
- Knowledge of bank's products and operations.
- Possess strong communication skills. Both written and oral.
- Must be creative, innovative, aggressive and a team player.
- Flexibility to work on shift rotation basis
- Good observation and analytical skills.
- Ability to manage network service providers, vendors, contractors
- Familiarity with Agile development methodologies.
- Knowledge of programming and shell scripting, e.g., Java, Python, Bash script
- Linux & terminal commands
- DevOps skills

Qualifications and Experience:

- BSc. in Computer Science, Engineering, or a related field
- 4 years' experience in handling Monitoring Tools in large corporate organizations
- Professional certification in ITIL is essential.
- Certification or training in Agile is an added advantage.
- Self-service channels, Monitoring tools training/ certifications
- Experience in systems and Network security technologies such as TCP/IP, Network devices (Switches, Routers and Firewalls) UNIX/Linux, Windows, Oracle & Microsoft Databases.
- At least two years' experience on integrations with Banking products/systems

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Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

*NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.*

Only shortlisted candidates will be contacted.

Job opening date : 25-Aug-2023

Job closing date : 08-Sep-2023

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## **2. NOC Infrastructure Administrator (Fixed term - 2 years) (1 Position(s))**

Job Location :

Head Office, Hq

Job Purpose:

24/7 Proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within Network operation center (NOC) which will or has the potential to degrade bank services, and ensure service delivery meets and exceeds business customers expectations by maintaining the value of the services.

Main Responsibilities:

- Perform and coordinate root cause analysis of incidents and share RCA/incident reports.
- Responsible for daily proactive monitoring, conducting first level troubleshooting, resolution and escalation of all issues pertaining to Data Centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office and branches.
- Responsible for managing all incidents and problems logged regarding network, self-service, power, and cooling utilities from branches & Head Office ensuring SLA(s) and customer expectations are met.
- Preparation of daily, weekly, and monthly performance statistics for the network and data center infrastructure, status reports, and graphical aids for management.
- Maintain current configuration on existing NOC infrastructure including out of the box reports provide required visibility report to management.
- Automate and consolidate all manual morning health check reports.
- First level support for all self-service channels and services ensures proper escalation to second level support.
- Maintain and optimize NOC infrastructure licenses/Infrastructure ensure all business-critical services are monitored.

Knowledge and Skills:

- Service management standards and baselines in Operating Systems, Network Virtual environments, Databases, and middleware
- Good Knowledge on networks, applications, data center infrastructure, self-service channels, power, and cooling utilities monitoring and troubleshooting.
- Possess good interpersonal skills.
- Must be creative, innovative, aggressive and a team player.
- Flexibility to work on shift rotation basis
- Good observation and analytical skills.
- Familiarity with Agile development methodologies.
- Experience with varieties of databases and object-relational Mapping (ORM) frameworks.
- Knowledge of programming and shell scripting, e.g., Java, Python, Bash script
- Linux & terminal commands
- DevOps skills

Qualifications and Experience:

- Bachelor's degree in computer science or related academic field.
- Professional certification in ITIL, CCNA, Self-service channels, Monitoring tools training/certification.

- Two years' experience in handling Monitoring Tools (Microfocus) in large corporate organizations.
- Two years' experience in systems and Network security technologies such as TCP/IP, Network devices (Switches, Routers and Firewalls) UNIX/Linux, Windows, Oracle & Microsoft Database.

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### **3. Specialist; Fraud Control & Data Analytics (1 Position(s))**

Job Location :

Head Office, Hq

Job Purpose:

To oversee system resources related to implementing and maintaining diverse control measures within the Fraud Control and Analytics team, ensuring effective management of fraud risks through prevention, detection, and financial crime analysis. Proactively monitor and utilize Fraud Risk Management (FRM) solutions alerts, reports, dashboards, and data analytics.

Main Responsibilities:

- Utilizing advanced data analytics techniques to closely monitor and analyze data, identify patterns and trends indicative of fraudulent activities, and promptly respond to any suspicious activities.
- Designing and implementing effective rules on financial and non-financial events focusing on Fraud Prevention and Detection, Anti-Money Laundering (AML), Customer Due Diligence (CDD), and Sanctions Screening while ensuring compliance with all regulatory as well as

internal policy requirements, all of which targeted at mitigating financial crime risks and protecting the bank and its clientele.

- Identify the modus operandi of any fraudulent occurrences, whether reported by forensic investigation team, the business team, or detected internally through system or analytics, to swiftly implement controls to prevent such events from recurring.
- Management Information (MI) reporting established through creating and delivering a variety of reports on patterns, trends, and other statistical methodologies.
- Working collaboratively with ICT teams to maintain and improve systems and tools used for fraud detection and prevention, AML and CDD, ensuring optimal system performance.
- Keeping abreast of the latest trends and technologies in financial crime control, fraud detection, and prevention and incorporating this knowledge into the banks risk management practices.
- Providing training and education to bank employees on financial crime control and detection, promoting a culture of compliance and vigilance.
- Collaborating closely with other stakeholders within the bank to ensure that financial crime control policies and procedures are up-to-date, effectively implemented, and adhered to.
- Establishing a robust machine learning environment by incorporating approved third-party machine learning-focused tools into existing internal system resources.
- Developing and maintaining a network of professional contacts within the industry to keep being informed of best practices and emerging trends.

#### Knowledge and Skills:

- Knowledge in advanced data analytics tools and techniques such as SQL, Big Data Analytics coupled with the ability to detect hidden patterns and trends.
- Proficiency in machine learning algorithms and their practical applications is essential,
- Familiarity with Anti-Money Laundering (AML), Customer Due Diligence (CDD), and Sanctions Screening rules and regulations is vital.
- Strong knowledge of fraud detection and prevention strategies, Microsoft office (Excel and PowerPoints) is necessary.
- Skills in SQL, Python languages etc. and other tools for analyzing system data, detecting fraud trends, and providing data-driven recommendations to solve business problems.
- Ability to work in a fast-paced environment and manage multiple priorities.
- Having a fundamental understanding of information and communication technology (ICT) is an essential requirement for the role.
- Highly organized with exceptional attention to detail, demonstrating creativity and problem-solving skills when monitoring system information.
- Strong communication skills, able to write inputs for management reports which may present findings to diverse audiences, including legal proceedings.
- Excellent interpersonal skills, confident in stakeholder engagement, able to work independently under pressure, and meet deadlines.
- Integrity, determination, and a commitment to prioritize the banks interests above personal gain in uncovering the truth.
- Proactive in fostering open communication, teamwork, and trust to promote a customer-centric culture.

#### Qualifications and Experience:

- Bachelor's degree or its equivalent in Data Science, IT Finance / Accounting, Banking, Economics, Actuarial Science, or equivalent qualifications.
- Professional qualifications in financial crime control such as CFE will be an added advantage.
- Minimum 3 years' experience in Banking, Telecom, or other Industry all of which are related with Financial Crime Control.
- Experience in information security controls, electronic payments or risk operations and system Data Analytics.

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