



Head of IT Digital Channels

Locations	Head Office NBC
Time type	Full time
Job requisition id	R-15960814
Application Deadline	12-01-2024

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

The Head of IT Digital Channels is a key leadership role responsible for overseeing the strategic planning, development, implementation, and maintenance of digital channels within the Information Technology & Innovation department. This position plays a critical role in driving digital transformation initiatives, ensuring a seamless and innovative digital experience for both internal and external stakeholders.

Job Description

Digital Strategy and Planning:

- Develop and execute a comprehensive digital channels strategy aligned with the overall business objectives.
- Collaborate with executive leadership to understand business needs and translate them into digital solutions.
- Stay abreast of industry trends and emerging technologies to inform the digital strategy.

Team Leadership and Development:

- Lead and inspire multidisciplinary teams, fostering a culture of innovation and collaboration.
- Cross-Functional Collaboration: Work closely with marketing, IT, compliance, and other departments to align digital initiatives with broader business objectives.

Integration and Connectivity:

- Collaborate with other IT leaders to ensure seamless integration of digital channels with other enterprise systems and applications.
- Identify opportunities for optimizing and automating processes through effective digital integration.

Security and Compliance:

- Implement and maintain robust cybersecurity measures to safeguard digital channels and sensitive information.
- Ensure compliance with relevant data protection regulations and industry standards.

User Experience and Customer Satisfaction:

- Monitor and analyze user feedback and performance metrics to identify areas for improvement in digital channels.
- Implement strategies to enhance user experience and overall customer satisfaction.

Vendor Management:

- Evaluate and select third-party vendors and partners for digital solutions.
- Manage vendor relationships and contracts to ensure service quality and value for money.

Qualifications and Experience

- Bachelor's degree in computer information systems, or a related field.
- A postgraduate in information systems or business administration is of added advantage.
- At least 8 years of prior relevant experience in IT Digital Channels Operation and driving digital transformation agenda.
- In-depth knowledge of digital technologies, web development, mobile applications, and emerging trends.
- Strong understanding of technology trends and IT operations, with experience in project management methodologies.
- Excellent communication and interpersonal skills, with the ability to engage and influence senior leadership and stakeholders.
- Familiarity with regulatory compliance and cybersecurity best practices.
- The Head of IT Digital Channels plays a crucial role in shaping the organization's digital presence and driving technological innovation. The position requires a strategic thinker with a strong technical background, leadership skills, and a passion for delivering exceptional digital experiences.

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