



NOC Infrastructure Administrator (Fixed term - 2 years) (2 Position(s))

Job Location :

Head Office

Job Purpose:

24/7 Proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within Network infrastructure, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office, ensure service delivery meets and exceeds business customers expectations by maintaining the availability of bank services, and ensure service delivery meets and exceeds business customers expectations by maintaining the availability of bank 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 incidents and problems raised within Network infrastructure, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office, ensure service delivery meets and exceeds business customers expectations by maintaining the availability of bank services.

- Responsible for managing all incidents and problems logged regarding network, self-service, power, and cooling utilities, ensure service delivery meets and exceeds business customers expectations are met.

- Preparation of daily, weekly, and monthly performance statistics for the network and data center infrastructure, standard reports, and dashboards.

- Maintain current configuration on existing NOC infrastructure including out of the box reports provide required via automation tools.

- 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 and reported.

Knowledge and Skills:

- Service management standards and baselines in Operating Systems, Network Virtual environments, Databases, and applications.

- Good Knowledge on networks, applications, data center infrastructure, self-service channels, power, and cooling utilities.

- 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, Firewalls, etc.) and Database.

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving gender equality. 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 an offer, NMB Bank Plc will cover the cost of the recruitment process.

Job opening date : 27-Dec-2023

Job closing date : 23-Jan-2024

Relationship Manager; SME – Tourism (1 Position(s))

Job Location :

Northern Zone, Arusha Business Center

Job Purpose:

Responsible for growing both Liabilities (Deposits) and Assets from Small and Medium Enterprises (SMEs) in the Tourism segment, implementing the bank's strategy to build and grow the Tourism portfolio, assisting the Business center RMs /Relationship Officers/Branch Managers in driving growth for the Tourism portfolio.

Main Responsibilities:

Actively sell Tourism deposits, lending, and cross selling of other banks products (Forex, Fund Transfer, Internet Banking, etc.)

Explore business opportunities to grow tourism, deposit book and monitor performance of the existing portfolio.

Appraise Tourism credit applications submitted by Business Centers and branches and provide recommendations on creditworthiness.

Take a leading role in driving tourism portfolio activities, through networking and promoting awareness of this segment.

Actively build the capacity of the Relationship Managers/Officers through on-going mentoring and support to ensure they are effective.

Take a leading role in tourism business development through an effective call program to both existing and prospective customers.

Actively create awareness of tourism products within and outside business units as well as training branch RO's and staff.

Contribute to the development/review of credit policy for the bank to ensure it is aligned with tourism best practices.

Review of Top tier Tourism SMEs customers, conduct market intelligence, workshops/focus group reports and review of products to ensure that a re-launch is appropriate.

Prepare budget and projections for the tourism assets and deposit products. The budget to include the list of existing products and their contribution to deposit products.

Ensure that customer satisfaction for SME Tourism is achieved by providing accurate advice for selling in line with the bank's strategy.

Knowledge and Skills:

In-depth understanding of key features under tourism segment.

Strong credit analysis skills.

Good customer relationship and sound understanding of the bank's loan products, policies, and procedures.

Conversant with standard computer applications (Excel, Word, and Access).

Good communication skills with high proficiency in the use of English and Kiswahili.

Good business management, leadership, coaching, and team building skills.

Qualifications and Experience:

Bachelor's degree in Finance, Accounting, Economics, Banking, Procurement or related fields of study.

A Master's degree will be an added advantage.

A minimum of 5 years' banking experience, including 3 years in handling a tourism portfolio.

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Job opening date : 11-Jan-2024

Job closing date : 25-Jan-2024

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