



WE ARE HIRING

HR Officer- Employee Relations

TERM:

Permanent

DEPARTMENT:

Human Resources

REPORTING TO:

Employee Relations Manager

GRADE:

BO1

Location:

Dar es Salaam.

HOURS OF WORK

8am - 5pm Monday to Friday. 8am – 1pm Saturdays.
Additional hours as required by workload



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PURPOSE OF JOB:

The role holder will be responsible for maintaining a harmonious workplace by assisting the Employee Relations Manager and supporting employees with their concerns.

He/she will be responsible for a variety of tasks including investigating complaints, providing guidance on policies, and contributing to activities that promote employee well-being.

2. RESPONSIBILITIES:

- Assist in investigating and mediating employee concerns, complaints, and grievances confidentially and professionally.
- Assist in the resolution of employee relations issues, following established policies and procedures.
- Assist the Employee Relations Manager in proposing recommendations in respect of the labor legislation and case law to ensure good employee and labor relations.
- Conduct research and prepare reports on employee relations trends and data.
- Assist with the onboarding of new employees and conduct training on company policies required.
- Act as a key contact point for the planning and implementation of ER initiatives including wellness events, diversity inclusion events, ER communication and change.
- Assist in preparing case summaries and reports for discussion and decision-making.
- Maintain accurate and confidential employee relations records.
- Build relationships with unions, manage union expectations and act as a contact person.
- Any other duties as assigned by his/her supervisor.

3. QUALIFICATION AND EXPERIENCE REQUIRED:

- Bachelor's degree in human resources management, laws, Industrial Relations, or another related field.
- A minimum of 2-3 years of experience in employee relations or any other HR-related discipline.
- Strong understanding of basic employment law principles
- Excellent communication, interpersonal, and conflict resolution skills.
- Experience in representing the employer in an external dispute form is preferred.
- Ability to work independently and as part of a team.
- Proficient in Microsoft Office Suite.

**Kindly use the provided link
to submit your application.**

NB: Only shortlisted candidates will be contacted

Application deadline: **27th March 2024**



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WE ARE
HIRING

IT Service Management Analyst

REPORTING TO:

ITSM Specialist
(Assistant Manager)

DEPARTMENT:

Technology

REGION:

Dar es Salaam

HOURS OF WORK

6am - 8pm Monday to Friday
in a planned shift of 8 Hours.
Additional hours as required by workload.



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1. PURPOSE OF JOB:

Proactively monitor, conduct level 1 troubleshooting, and Deliver cost effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security, and continuous improvement).

2. PRINCIPLE ACCOUNTABILITIES:

2.1 PRINCIPAL RESPONSIBILITIES:

- Act as a single point of contact for provision, deletion, and transfer of access requests for different applications and systems such as CBS, AML, Sybrin, domain access etc
- Responsible for resolution and closure of all access requests fulfillment logged into Helpdesk tool from branches & HQ ensuring SLA(s) and customer expectations are met
- Custodian of Access Management document, ensuring it's constantly updated on quarterly basis, reviewing roles, as well as getting signoff from management whenever a new system is introduced which need access provision from Service desk
- Proactive and reactive monitoring of technology systems including Servers, Network Infrastructure, Applications, Databases, ATMs, POS as well Data Center environment using the available monitoring tools
- Support multiple technical teams in 24 x 7 environment operational environments with high uptime requirements. Varied shift schedules may include day or evening/odd hours
- Recognize, identify, and prioritize incidents in accordance with customer business requirements, organizational policies, and operational impact
- Provide timely response to all incidents, outages, and performance alerts
- Categorize issues for escalation to appropriate technical teams and between ICT Department and stakeholders (internal and external) with respect to service performance and availability. This includes Branches, ATMs, Business units, Aggregators, MNOs, third parties, who are linked to the Bank's payment systems among others



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- First line troubleshooting of incidents arising from monitoring, by recording incidents and correlate them with the events, apply appropriate workarounds, communicate, and coordinate resolution with other support levels including third party partners and vendors
- Responsible for performing first level troubleshooting, resolving, and escalating all issues relating to the Self-service channels, Data Center & DR infrastructure, Core Banking Services, Core Network, Branch Connectivity and ATM/POS Head Office and Branches
- Perform and coordinate Root Cause analysis of incidents and share RCA/incident reports
- Work with System Development team and understand the new products and systems and ensure the right support is provided throughout the transition period
- Educate system users on how to solve minor operational problems
- Responsible for Consolidating and sharing morning, Afternoon and evening services health check reports
- creation of status reports, graphical management tools, and daily, weekly, and monthly performance statistics for the network and data center infrastructure

3. QUALITIFICATION & EXPEREINCE:

- Degree in computer science or related discipline
- Excellent technical and computer skills
- Software development skills will be an added advantage.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation
- Ability to explain solutions to users who do not have a technical background.
- Experience in IT support to customers.
- Problem solving skills.
- Team collaboration skills – Routinely work with other IT personnel to resolve user issues.
- Excellent written and spoken communication skills.
- working experience in Banking industry will be added as an advantage.

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