



## **1. Assistant To Exco (2 Position(s))**

Job Location : Head Office, Hq

### **Job Purpose:**

Provides high-level administrative support to Exco with the day-to-day business of the bank.

### **Main Responsibilities:**

- Manage and maintain executive schedules for travel, conferences, and appointments.
- Coordinate internal events related to Exco members.
- Coordinate local and international travel, visa arrangements and transfers for NMB staff.
- Accommodation and travel arrangements for Exco and other staff.
- Process payment for monthly travel invoices for all NMB staff.
- Coordinate Conference, accommodation, and business sustenance for Executives.
- Opening, reading and analyzing letters, agendas, memos, and determining significance; routing to appropriate Executives and parties as well as taking messages.
- Greeting and directing visitors to relevant Exco members
- Ensure proper operation, order maintenance and troubleshoot malfunction of office equipment for the Executive floor.
- Respond to customers queries, assist with problem solving and directing complaints to appropriate department/units.
- Maintain confidentiality of all correspondence to and from Exco members
- Maintain inventory of office supplies for executive office; anticipate need, place and often expedite orders when necessary.

### **Knowledge and Skills:**

- Good understanding of banking policies and procedures; sound knowledge of services provided by NMB Bank Plc
- Excellent communication skills
- Good customer service, interpersonal skills and stakeholders' engagements.
- Accuracy
- Organisational Skills
- Problem Solving abilities.
- Excellent time management skills, and ability to prioritise tasks effectively.

- Understanding and ability to use Microsoft Programs

Qualifications and Experience:

- University Degree.
- 2 years or above experience in similar field.

*NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.*

*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 : 20-Mar-2024

Job closing date : 03-Apr-2024

To Apply, [\*\*CLICK HERE\*\*](#)

## **2. Zone Systems Administrator - Fixed Term (2yrs) (1 Position(s))**

Job Location : Central Zone, Central

### **Job Purpose:**

Perform daily maintenance, monitoring, and support of NMB working tools at Head Office and branches, quality assurance of work done by suppliers and service delivery that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

### **Main Responsibilities:**

- Daily and scheduled maintenance of Branch user working tools ( Desktops, Laptops, Teller Printers, MFP's, Desktop Printers, Flatbed scanners, Cheques Scanners, CCTV gargets, Agri-vouchers scanners, forex boards, Note Machines Counting, Sorting, Banding & Strapping Machines), Electric power systems (Generators, Uninterruptible Power Supply - UPS, Stabilizers, Inverters, Solar / Wind Power systems, etc.), Self Service terminals (Onsite & Offsite ATMs, Branch POS terminals, Merchant and Agents POS terminals, etc.).
- Perform daily morning checks for all the branches within your zone to and resolve/escalate all the problems that require maintenance.
- Updating and maintenance of Asset Management database, current inventory, disposal process and managing the life cycle of branch working tools every six months.

- Resolution and closure of support working tools incidents and problems logged into Service manager from branches/head office ensuring SLA(s) and customer expectations are met.
- Attend to all planned maintenance activities such as preventive and corrective maintenance of working tools.
- Supervise vendors (Quality Assurance) on site when conducting planned and unplanned maintenance of working tools to ensure quality of the completed job (good workmanship) at the shortest possible duration to avoid unnecessary delays at a minimum disruption of customer service and cost effectiveness.
- Ensure that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.
- Provide first-aid / basic troubleshooting training to two Branch IT Champions that will be identified at every branch. The Branch IT Champions will be the first contact points for Zone Systems Administrator regarding all ICT systems incidents and problems.
- Escalate and closely follow-up with Second level support (respective Head Office ICT section), and 3rd level support (system vendors) for all branch IT systems incidents and problems which cannot be resolved by him / her.
- Daily follow-up to ensure that all PCs and laptops are protected with latest NMB standard security controls.
- Plan and carry out all his/her duties in the area (branch visits, etc.) in good order of priority and cost-effective manner.
- Prepare and submit the list of obsolete, end of life equipment and computers for donation quarterly. Ensure all items are rechecked to avoid disposing of equipment that are still fit for use. Facilitate the sign off from the zonal level.
- Responsible for installation and configuration of ATMs and monitor the performance/UPTIME of zone.

#### Knowledge and Skills:

- Technical knowledge of banking IT systems used in branches.
- Ability to work in a fast-changing banking service environment.
- Ability to provide basic user training to branch staff.
- Ability to provide basic technical training to branch IT champions.
- Strong knowledge of head office working tools and other computer peripherals.
- Commitment to the values of integrity, accountability, transparency, scientific rigor, and drive
- Positive self-esteem, confident, good oratory, and communication skills.
- IT systems troubleshooting skills.
- Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies.
- Time planning, organizing and logistics skills.
- ICT Service Management skills (ITIL) will be an added advantage.
- Networking skills (CCNA)
- A self-starter; Ability to work on own initiative, prioritize work with minimum supervision and work under pressure.
- Ability to quickly understand new technologies' benefits and how these may impact current business practices.
- Ability to present technical data in a comprehensive, yet clear manner.
- Technical interaction with vendors, contractors, and other stakeholders.

Qualifications and Experience:

- Bachelor's degree or its equivalent in ICT engineering discipline.
- Certification in any IT systems (e.g., Cisco, Microsoft, etc.) will be an added advantage.
- At least 3 years of relevant work experience in banking IT systems support.

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