

**RE- ADVERTISED POSITION  
PRINCIPAL ICT OFFICER I - SECURITY AND BCM**

**ABOUT US:**

Tanzania Commercial Bank is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products with a vision “to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services”. As part of effective organizational development and management of its human capital in an effective way, Tanzania Commercial Bank commits itself towards attaining, retaining and developing the highly capable and qualified workforce for Tanzania Commercial Bank betterment and the Nation at large. Re- advertised

<b>Position:</b>	<b>Principal Information Communication and Technology Officer I- Security and BCM</b>
<b>Reports to:</b>	<b>Chief Operating Officer</b>
<b>Level:</b>	<b>Principal</b>
<b>Location:</b>	<b>Head Office Dar- Es –Salaam</b>

**POSITION OBJECTIVE:**

Principal ICT officer I – ICT Security and BCM ensure information security Management system and Cyber security framework are in place to guarantee the confidentiality, integrity and availability of all information systems deployed in the bank for the provision of services to our customers.

**RESPONSIBILITIES:**

- Create and manage a comprehensive information security programs and strategies in line with business strategies.

- Develops and maintains a document framework of continuously up-to-date information on security policies, standards and guidelines.
- Ensure the protection of all information assets owned or controlled by the bank to safeguard confidentiality, integrity and availability.
- Communicate information security policies and awareness programs effectively with other department managers and the entire staff within the organization.
- Develop and maintain an information security budget function and monitor the spending within the financial year.
- Research emerging security threats and vulnerabilities and advise management on appropriate countermeasures.
- Facilitates a metrics and reporting framework to measure and efficiency and effectiveness of the information security management program, increases the maturity of the information security and reviews it with stakeholders.
- Creates a framework for roles and responsibilities with regard to information ownership, classification, accountability and protection of information assets.
- Ensure the compliance of all ICT sections towards effective implementation of security controls, cyber resilience, and disaster recovery capabilities.
- Report on the performance of Information Security Management System (ISMS), non-conformities and improvement activities.
- Oversee that Information Security Risk assessment and Risk Treatment Plan is conducted and updates as per the agreed frequency.
- Coordinates all the ICT internal and external audit engagements, making follow-ups on the audit findings with all stakeholders.
- Advise the Senior Management in all Cyber and Information Security Management issues.
- Ensure the Information Security Management System conforms to the requirements of the ISO 27001 Standard and adopt best practice in other standards such as ITIL, COBIT, CIS, NIST Cybersecurity Framework and PCI-DSS.

- Determines the information security approach and operating model in consultation with stakeholders and aligned with the risk management approach and compliance monitoring of non-digital risk areas.
- Lead the information security team and champions on achieving the information security objectives and targets.
- Coordinate and manage Business Continuity Plans bank-wide including Business Impact Analysis and Risk Assessments.
- Establish and maintain Business Continuity Management Program.

### **PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES**

- Ability to demonstrate Tanzania Commercial Bank core values:
- Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to priorities work and to meet deadlines.
- Ability to work quickly, accurately and consistently when under pressure.
- A methodical and well-organized approach to work.
- Mature and able to work in a confidential environment.
- Has sound judgment, common sense and good humour.

The position will attract a competitive salary package and fringe benefits

**Applicants are invited to submit their resume via the following link:-**

<https://www.tcbbank.co.tz/careers> Applications via other methods will not be considered. Applicants need to fill their personal information, academic certificates, work experiences, and application letter. Other credentials will be submitted during the interview for authentic check & administrative Measures.

Tanzania Commercial Bank has a strong commitment to environmental, health and safety management. Late applications will not be considered. Short listed candidates may be subjected to any of the following: a security clearance; a competency assessment and physical capability assessment.

**Deadline of the Application is 10<sup>th</sup> April 2024**

## JOB VACANCY

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<b>Position:</b>	<b>Project Manager</b>
<b>Department:</b>	<b>Project Management</b>
<b>Reports to:</b>	<b>Chief Executive Officer</b>
<b>Level:</b>	<b>Manager</b>
<b>Location:</b>	<b>Head Office Dar- Es –Salaam</b>

### POSITION OBJECTIVE

Provide a wide variety management of projects from inception to completion, utilizing skills in planning, coordination, and team leadership to deliver high-quality results on time and within budget. With a focus on clear communication, risk mitigation, and stakeholder engagement to drive project success and exceed expectations while fostering a collaborative and motivating work environment.

### KEY RESPONSIBILITIES

- Developing detailed project plans to guide staff members and project teams and revising based on changing needs and requirements;
- Plan, execute and supervise projects to meet Bank goals and success markers
- Identify and assigning project tasks based on skill sets, experience and strengths of staff members;
- Manage the project team;
- Monitor project milestones, timeline and budget are met and adhered to;

- Developing excellent leadership, customer relations and communication skills to liaise effectively with all projects stakeholder.
- Provide lead and roadmap to the digital products implementation and financial inclusion projects – partners and donor funds projects management of financial inclusion;
- Work effectively with relevant stakeholders for efficient project implementation;
- Communicate effectively with stakeholders and providing reports on project progress;
- Compile and submit projects status reports to clients, management and other stakeholders;
- Manage project documentation and ensuring resource availability and allocation;

### **QUALIFICATIONS, SKILLS AND EXPERIENCE**

Holder of Bachelor Degree in Project Management, Business Information Technology, Computer science, Electronic Science & Communication, Computer Engineering Information & Technology, Electronics Engineering, Telecommunication Engineering, & statistics or equivalent qualifications from recognized institutions. Must at least eight (8) years working experience in Banking Industry or Financial Institutions. (Master's degree is an added advantage).

- Strong understanding of project management methodologies and best practices, with experience.
- Excellent leadership and interpersonal skills, with the ability to effectively collaborate with diverse stakeholders and motivate cross-functional teams.
- Exceptional organizational and problem-solving abilities, with a keen attention to detail and a focus on delivering high-quality results.
- Proficiency in project management tools and software, such as Microsoft Project and familiarity with relevant technology platforms and systems.

### **PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES**

- Ability to demonstrate Tanzania Commercial Bank core values:
- Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to priorities work and to meet deadlines.
- Ability to work quickly, accurately and consistently when under pressure.



Head Office: PSSF Millennium Towers II, Bagamoyo Road  
P.O Box. 9300, Dar es Salaam, Tanzania  
Telephone: +255 22 2162940 Fax: +255 22 2114815  
website: www.tcbbank.co.tz  
Email: ceo@tcbbank.co.tz

- A methodical and well-organized approach to work.
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**Deadline of the Application is 1<sup>st</sup> April 2024.**

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<b>Position:</b>	<b>Manager Digital and Innovation</b>
<b>Department:</b>	<b>Digital and Innovation</b>
<b>Reports to:</b>	<b>Chief Executive Officer</b>
<b>Level:</b>	<b>Manager</b>
<b>Location:</b>	<b>Head Office Dar- Es –Salaam</b>

### POSITION OBJECTIVE

To drive digital transformation and foster innovation within the organization by leveraging emerging technologies, enhancing operational efficiency, and delivering cutting-edge solutions that empower teams, delight customers, and propel sustainable growth in a rapidly evolving digital landscape.

### KEY RESPONSIBILITIES

- Lead teams in innovation and Implementation of Operational Efficiency Strategies through automation of manual processes to ensure smooth operation of products
- Inspire and drive other departments automation of processes through sharing of technical expertise on digital solutions implementations;
- Active engagements with colleagues for business proposals writing to access donor and stakeholders funding on digital products;

- Provide lead and roadmap to the financial inclusion projects – partners and donor funds projects management of financial inclusion;
- Create and enhance system solutions to meet bank’s goals and strategies
- Responsible for the improvement of processes and automation so as to create efficiency, Turnaround time (TAT), customer services and compliance aspect;
- Responsible for the implementation of the critical projects for the bank within the agreed time frame and allocated budgets;
- Oversee implementation of changes in digital environment in a way that minimizes disruptions to the bank’s services;
- Ensure appropriate policies, procedures and processes are followed when it comes to software development;
- Monitor, evaluate and ensure the completion of tasks and projects; analyses software requirements; implements design plans, reviews unit tests;
- Document’s software development;
- Monitor status of developing software;
- Writes, Reviews and Revises product requirements and specifications;
- Participates in other areas of the software development process; and provides technical support to other company personnel if necessary;
- Prepare Documentation/ Technical authoring such as business requirement specifications, project certification, project closure reports, investigation reports; and
- Ensure software is updated with the latest features.



## **QUALIFICATIONS, SKILLS AND EXPERIENCE**

Holder of Bachelor Degree in Business Information Technology, Innovation Management, Arts in Design, Arts in Economics, Arts in Digital Media, Arts in Graphics Design, Computer science, Electronic Science & Communication, Computer Engineering Information & Technology, Electronics Engineering, Telecommunication Engineering, Commerce or equivalent qualifications from recognized institutions. Must at least eight (8) years working experience in Banking Industry or Financial Institutions. (Master's degree is an added advantage).

- Strong understanding of project management methodologies and best practices, with experience.
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<b>Position:</b>	<b>Director of Retail and SME Banking</b>
<b>Department:</b>	<b>Retail and SME Banking</b>
<b>Reports to:</b>	<b>Chief Executive Officer</b>
<b>Level:</b>	<b>Director</b>
<b>Location:</b>	<b>Head Office Dar- Es –Salaam</b>

### **POSITION FUNCTION:**

Provide a wide variety of excellent retail and SME banking services to our existing and potential customers. Emphasize customer-oriented offers and modern distribution channels to stand out and provide top-notch Retail and SME banking services.

### **KEY RESPONSIBILITIES**

- Create, implement, and oversee retail and SME strategy and business plan, considering market potential, competition, capabilities, and risk tolerance.
- Determine target markets and customer offers, as well as product and sales mix. Establish measurable business growth goals, management processes, and performance metrics.
- Foster a service-oriented sales culture and analyse Tanzania's potential, including physical and self-service channels.

- Expand business through service outlets, agents, and partners.
- Ensure compliance with bank policies, review and develop policies, operational systems, and internal controls.
- Enhance customer service through process reengineering and satisfaction surveys.
- Develop work plans for banking department divisions, monitor implementation and evaluation.
- Maintain and optimize support systems and infrastructures.
- Identify and mitigate operational and other risks within the department.
- Identify and address staff training needs to improve productivity.
- Implement customer retention and loyalty programs.
- Build and guide motivated teams through counselling, mentoring, and guidance.

## **QUALIFICATIONS, SKILLS AND EXPERIENCE**

Holder of Bachelor Degree in Business Administration, Finance, Accounting, Banking, Economics, Commerce and Marketing or equivalent qualifications from recognized institutions. (Master's degree is an added advantage

- A minimum of ten (10) years working experience in Banking Industry or Financial Institutions and at least two years in Managerial Position.
- Strong strategic thinking and analytical skills, with the ability to translate insights into actionable plans.
- Excellent communication and interpersonal skills, with the ability to inspire and motivate teams.
- Deep understanding of banking regulations, compliance requirements, and risk management principles.
- Experience in driving digital transformation initiatives and leveraging technology to drive business results.

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