



1. Batch Processing Administrator - (Fixed Term - 2 years) (1 Position(s))

Job Location: Head Office, HQ

Job Purpose:

Responsible for running the end of day (EOD) process in the Core Banking Systems. Support branches to ensure they also end day smoothly and Head office to ensure all business units process their batches on time and no pending issue is left before the actual Head office EOD Run.

Main Responsibilities:

- Handle incoming queries related to EOD from branches and head office and escalate to level 2 if there is complex case.
- Actively run EOD batch and ensure the EOD is completed within the defined timelines.
- Ensure CBS users are allowed to login to the system by activating the login time level before branches or business open for a day.
- Restrict access to the system (CBS) to avoid users to login in disallowed time to avoid frauds cases.
- Resolve incidents related to EOD and all issues which need to be resolved by 3rd level support to be logged in my oracle support portal.
- Ensure the CBS application is refreshed to improve the system performance before allowing all users to login.
- Throughout the EOD process, maintain detailed records of EOD incidents in a special knowledge base tool.
- Support department-wide operations by creating, editing, and maintaining IT documents. This can include FAQ documents for users that detail common issues and how to resolve them without opening a service desk or My oracle support (MOS) ticket.
- Submission of EOD/EOM/EOY report immediately after the process is completed.

Knowledge and Skills:

- Good knowledge of banking operations, procedures and systems
- Ability to absorb and retain information quickly
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service skills
- Excellent written and spoken communication skills
- Substantial experience in IT support to customers

- Problem solving ability/skills
- Attention to detail skills.
- Team collaboration skills - routinely work with other IT personnel to resolve user issues.

Qualifications and Experience:

- Bachelor's degree in computer science or related discipline
- Excellent technical and computer skills
- At least 2 years working experience in banking or any batch processing experience.

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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: 23-May-2024

Job closing date: 06-Jun-2024

To Apply, [CLICK HERE](#)

2. Legal Administrator (1 Position(s))

Job Location: Head Office

Job Purpose:

To provide the Company Secretary with full administrative support to ensure effective management of day-to-day activities.

Main Responsibilities:

- Respond to routine queries from other departments as instructed by the Company Secretary.
- Builds positive client relationships through effective communication, establishing trust and maintaining confidentiality.
- Schedule Company Secretary meetings and take minutes, answer phone calls, and maintain digital and physical records.
- Ensure that meeting rooms are in order including availability of refreshments.
- Assist the Company Secretary with preparations of Management/ Board Meeting packs on Board vantage.
- Coordination of Board meetings.
- Coordination of all meetings related to the Board, including Training and Study Tours.
- Perform reconciliation of all costs related to Board Members` costs.
- Draft Minutes of meetings.

- Manage Office and Store arrangement, order and keep inventory of stationery.
- Draft routine letters/memos as per the guideline.
- Initiate invoice payments to external vendors and follow up on payment status.
- Draft response to routine mails and respond to routine queries on telephone.
- Maintain and manage incoming and outgoing documents registers and scrutinize and confirm content of incoming and outgoing documents.
- Forward outgoing mail to the mailing room and keep copies for future reference.
- Prioritize mail and forward routine mail to responsible units/officers.
- Perform any other tasks relating to the office of the Company Secretary as may be assigned from time to time.

Knowledge and Skills:

- Office Administration, Adequate knowledge in standard computer applications
- Document management with ability to work with database and board vantage software.
- Excellent Communication Skills, Customer Focus, Follow-up, Quality Orientation; Attention to Detail, Planning and Organization skills, integrity, Client Confidentiality.

Qualifications and Experience:

- Diploma in Law, Social Studies, Record Management, Business Management, or related field from a recognized institution.
- Bachelor Degree in Law will be an added advantage
- At least 2 years' experience working within a legal environment.
- Experience in interaction with Board Members.

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3. Product Manager; Digital (1 Position(s))

Job Location: Head Office, HQ

Job Purpose:

Responsible for mobile banking product development, management and performance for the bank while ensuring product profitability.

Main Responsibilities:

- Developing, implementing, and managing project plan and timeline for the bank's flagship digital product Mkononi.
- Ensure proper communication of new Mobile banking features before public launch, awareness, and training to branches and all key stakeholders.
- Ensure all new mobile banking products features are approved and in line with controls and regulations, customer centric concept and are priced according to industry standards.
- Monitor mobile banking platform and report new products framework and ensure the same is in line with banks projections, targets, and budget.
- Analyze, manage, and identify all system faults that affect the mobile banking platform performance then, suggest areas of improvement, get approvals for improvement, and ensure approved changes/enhancements are implemented within agreed time.
- Monitor mobile application quality by working with key stakeholders to ensure it remains within the acceptable bank's threshold.
- Play a key role in innovating Retail Banking mobile application and carry out continuous market intelligence on new technologies, consumer behaviours; and recommend product improvements.
- Manage internal relationships with key stakeholders and business partners during introduction of new or existing products in the platform in accordance to bank risk appetite as well as customer needs.
- Regular (Quarterly/Semi-Annually/Annually) Competitor Review vis-à-vis Retail Digital products Offering.
- Driving Non-Interest Income initiative to ensure the income generated by digital channels is in accordance with the approved budget and advising digital product teams and sales teams.
- Being pro-active to identify mobile application issues and resolve them timely in a proactive manner.
- Responsible for products' features enhancements and revamps where need be to ensure that all products features are relevant to customer's need and market competition in the industry.
- Manage interactions with Retail and Wholesale business teams as well as ICT team to understand and translate market requirements / new digital products into innovative digital product solutions that meet customer expectation as well management strategic objective.

Knowledge and Skills:

- Business understanding of commercializing technological innovations for opportunity.
- Knowledge on constructing reports, executive summaries and briefs
- Greater understanding of product life cycle
- Business planning and project management
- Strong analytical and numerical skills for calculation of statistics, figures and targets
- Communication skills both written and oral
- Good interpersonal and networking skills
- Negotiation and Report writing skills.
- Presentation, coaching and training skills
- Strong IT skills gained either through study or research.

Qualifications and Experience:

- Bachelor's degree in Banking, Finance or Business related field

- Any course or training in digital/Mobile Application product development is an added advantage
- 5 years' experience in digital/mobile financial services, innovation and/or digital products environment.
- Strong understanding of mobile application technologies and trends.

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4. Zone Systems Administrator (1 Position(s))

Job Location: Dar Es Salaam Zone

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:

- Responsible for 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)
- Ability to work on own initiatives and be a self-starter, prioritizing work with minimum supervision and work under pressure.
- Technical interaction with vendors, contractors, and other stakeholders
- Ability to present technical data in a comprehensive, yet clear manner.
- Good understanding of the organization's goals and objectives.

- Ability to quickly understand new technologies' benefits and how these may impact current business practices.

Qualifications and Experience:

- Bachelor's degree 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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