



## 1. Specialist; Technology Quality Assurance (1 Position(s))

Job Location: Head Office, Hq

### **Job Purpose:**

Handle quality assurance and performance for technology products and services including planning, testing/measuring, maintenance, insights, and reporting to ensure continuous quality improvement of technology products and services.

### **Main Responsibilities:**

- Tracking, advising, and monitoring of IT-related issues from different committees of the Bank.
- Track customer experiences across online and offline channels, and touchpoints for technology products and services.
- Conduct gap analysis for technology products and services against other key players and provide insights/report to the Technology management.
- Monitor and prepare weekly reports on the performance of technology products and services
- Manage testing procedures for all technology-driven changes to ensure technology products and services are not negatively impacted.
- Analyze deficiencies in technology products and services or performance and recommend required improvement.
- Monitor and track internal and external technology service and operational level agreements.
- Ensure compliance with internal policies and external policies/regulatory requirements for technology products and services.
- Documenting and reporting product or service quality levels

### **Knowledge and Skills:**

- Knowledge of product testing and simulation to reflect user behavior
- Knowledge of IT services monitoring and product quality assurance
- Knowledge of technology risk management
- Knowledge of IT infrastructure and applications.
- Technical knowledge of information technology operation and planning aspect
- Analytical, problem-solving, and coordination skills
- Systems KPIs performance analysis skills
- Surveys, benchmarking, VOC metrics formulation, analysis, and reporting
- Excellent written and oral communication skills
- Time management skills

- Ability to work on own initiative and be self-driven, prioritizing work with minimum supervision and working under pressure.
- Ability to interact with technology management, staff, and vendors.

Qualifications and Experience:

- Bachelor's Degree in Computer Science/ Electronics/ Computer Engineering/ Computer Applications
- IT Services Management Certification; Agile scrum master Certification
- 3 years of experience in technology or services quality assurance
- 2 experience in a large financial and customer-centric organization

*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 : 05-Jun-2024

Job closing date : 19-Jun-2024

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

## **2. Legal Operations Administrator (1 Position(s))**

Job Location : Head Office

### **Job Purpose:**

To provide administrative and records management support to ensure effective management of the legal department in their day-to-day tasks.

Main Responsibilities:

- Assist in devising and implementing legal records management process and system to ensure that data is accurate, stored securely for the correct amount of time, accessible to the appropriate people and disposed of in line with the policy requirements.
- Maintain and manage incoming and outgoing documents registers.
- Filing, organizing, scanning, and copying of legal documents.
- Scheduling of stakeholder's meetings with the head of department and other units in the bank.
- Organizing departmental meetings and taking of minutes
- Processing and following up of invoice payments for the external counsels.
- Attend to all legal guests /clients and directing them to the relevant unit for support.

- Ensure timely serving and filing of documents with the court and other registries ahead of deadlines.
- Draft routine letters/Memos as per guidance
- Manage the office and store arrangement and order stationary through the system.
- Dealing with enquiries and requests for information, including queries from other departments within the bank.
- Ensure that legal and administrative requirements, regulations/policies are complied with such as classifying and indexing records, writing reports, and archiving or destroying data/records maintained by the department.
- Train staff who need access or have responsibility for maintaining records.
- Keep up to date with legal requirements on data storage and protection.

Knowledge and Skills:

- Office Administration
- Conversant with standard computer applications
- Records management.
- Administrative skills.
- Highly organized and efficient
- Ability to be professional and courteous.
- The ability to work in a team.
- Strong sense of discretion
- Ability to prioritize.
- Excellent written and communication skills

Qualifications and Experience:

- Bachelor's Degree in Records Management, Business Management, Law, or related field from a recognized Institution.
- At least 3 years' experience working in an administrative/records management role in a large organization.

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Only shortlisted candidates will be contacted.

Job opening date : 04-Jun-2024

Job closing date : 18-Jun-2024

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