



1. Specialist; Service Excellence (1 Position(s))

Job Location: Head Office, Hq

Job Purpose:

Responsible for understanding and improving the end-to-end service experience across various touchpoints and channels.

Main Responsibilities:

- Mapping of all customer journeys across all channels to visualize the entire customer journey from initial contact to post-service support.
- Analyze customer feedback, data analytics, and market research to identify pain points and areas for improvement in the customer journey.
- Collaborate with cross-functional teams including marketing, sales, product development, and technology to align strategies and initiatives with the customer journey.
- Develop and implement strategies to optimize customer journeys, including process improvements, technology enhancements, and personalized communication tactics.
- Continuously monitor and iterate on customer journeys based on feedback, data insights, and industry best practices.
- Communicate regularly with stakeholders to provide updates on customer journey initiatives, gather input, and secure buy-in for proposed changes.
- Provide training and support to internal teams to ensure alignment with customer journey objectives and standards.
- Stay informed about relevant regulations and compliance requirements related to customer interactions and ensure adherence to industry standards.

Knowledge and Skills:

- Knowledge of banking products and systems
- Strong analytical skills with the ability to interpret data and draw actionable insights
- Proficiency in journey mapping tools and software
- Familiarity with customer-centric methodologies such as Design Thinking or Lean Six Sigma is a plus
- Good communication and interpersonal skills

Qualifications and Experience:

- Bachelors degree in marketing, business administration, IT or related field

- Masters degree is an added advantage.
- Certification in customer journey mapping is required.
- 2 years' experience in customer experience, product development or process improvement
- Proven experience in customer journey mapping, or related roles

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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 : 31-Jul-2024

Job closing date : 14-Aug-2024

To Apply, [CLICK HERE](#)

2. Cybersecurity Administrator (Fixed Term - 2 Years) (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

To provide technical support to the network security infrastructure including firewalls, Intrusion Detection Systems and Network Access Control System.

Main Responsibilities:

- Provide technical support for all implemented cybersecurity controls and systems implemented at the bank.
- Extend first-level remote support to staff, vendors, and contractors whenever needed.
- Monitoring the effectiveness of implemented cybersecurity controls, including network access control, firewalls, and endpoint protection platforms.
- Offer support to the bank's business partners and internal teams on secure network integration.
- Support special network security access requests that cannot be handled by other support teams.
- Continuously monitor all incoming and outgoing network traffic for any unusual and malicious activities and develop controls for the protection of the bank's network and systems from time to time.
- Maintain an up-to-date inventory of the network security hardware, software license, and support.

Knowledge and Skills:

- Knowledge of network security standards and baselines.

- Management of network and security infrastructure devices and solutions such as firewalls and network access control systems.
- Vulnerability management and patch management.
- Good interpersonal, written, and oral communication skills in English and Swahili.
- Demonstrable honesty, integrity, and credibility.
- Ability to communicate complex security concepts in easy-to-understand business language.
- Troubleshooting techniques and ability to work with Business Partners.

Qualifications and Experience:

- Bachelor's degree in computer science or related field.
- Working experience of at least 1 year in ICT.
- Hands-on experience in network routing & switching, SSL/ IPsec, etc.
- Experience in scripting and automation using PowerShell and Bash/Shell Scripting.

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Only shortlisted candidates will be contacted.

Job opening date : 26-Jul-2024

Job closing date : 09-Aug-2024

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