



1. JOB TITLE: SPECIALIST DIGITAL CHANNELS SYSTEMS

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

Responsible for providing second-level support for all Self-Service and Digital Channels systems, ensuring smooth day-to-day operations and timely escalation to third-level support where necessary. The role covers a wide range of digital platforms including Internet Banking, SimBanking (USSD and Mobile App), FAO, Smart Branch, TMS, SimAccount, Agent Banking, SMS Services, and Enterprise Service Bus (ESB) integrations with both internal and external systems, as well as any other customer-facing self-service solutions.

Principle Responsibilities

- Provide technical support and continuous monitoring for all Digital Channel systems.
- Offer 24-hour on-call support and oversee day-to-day system operations.
- Document, review, and analyze technical specifications for system changes, improvements, and projects.
- Evaluate updates, conduct testing, and implement system changes or enhancements in line with the Change Management Policy.

- Execute system integration testing and support the deployment of upgrades, hotfixes, and patch releases.
- Coordinate vendor interventions to ensure timely issue resolution and system stability.
- Communicate effectively with all key stakeholders regarding system performance, incidents, and changes.
- Provide end-user support by investigating, troubleshooting, documenting, and resolving hardware and software issues.
- Configure hardware, digital systems, services, settings, directories, and storage in accordance with organizational standards and project or operational requirements.
- Perform daily system monitoring, ensuring the integrity and availability of hardware, server resources, systems, and critical processes; review logs and verify completion of scheduled jobs such as backups.
- Conduct backup operations, ensuring all required file systems and data are successfully backed up to the appropriate destinations.
- Perform regular file archival and purging as required.
- Restore services after hardware or software failures, coordinating closely with affected users.
- Work effectively as a team player and demonstrate the ability to operate with minimal supervision.
- Identify and champion innovative solutions, proactively assessing the impact of changes and implementing interventions to mitigate potential risks.

Qualifications Required

- Bachelor's degree or equivalent in Computer Science, Software Engineering, Telecommunications Engineering, Electrical Engineering, or any other relevant ICT discipline from an accredited institution.
- At least one professional certification in IT Service Management (e.g., ITIL).

- Minimum of 3 years' experience in an ICT-related role, hands-on experience supporting Self-Service and Digital Channels within organizations of similar size and complexity.
- Proven ability to work effectively in a dynamic, fast-paced, and collaborative environment.
- Strong technical understanding of Digital Channels platforms and solutions.
- Knowledge in people management and leadership principles, with the ability to guide, motivate, and support team members.
- Proficiency in operating systems such as Windows and Linux.
- Strong SLA management and ability to effectively engage and collaborate with vendors, contractors, and key stakeholders.
- Strong interpersonal and communication skills, with the ability to engage effectively across technical and non-technical teams.

Deadline: 2025-12-10

Employment Terms: PERMANENT

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2. JOB TITLE: SENIOR SPECIALIST VALUE MANAGEMENT

Department: DEPARTMENT OF BUSINESS TRANSFORMATION

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

The key objective of this role is to ensure corporate operations are well coordinated to effectively achieve goals/intended objective, and the most important tasks within departments are strategically selected, monitored and regularly evaluated to improve performance throughout business operation.

The role involved with strategically and continuously; assess, measure and monitored to improve bank capability to eliminate complexities, inefficiencies, high-cycle times, and efficiency around corporate operation to ensure the outcome of the operation designs are in harmony with the organization's strategy and aspired competitive advantage in order to positioning the bank to the most effective and innovative financial institution in banking industry.

Principle Responsibilities

- Conduct an organization-wide scan on the lost opportunities that can support the bank to enhance corporate operation performance to increase overall productivity,
- In-depth analysis of services and products performance in line with market dynamics and customers' demands.
- Ensure all corporate systems operate smoothly and align with quality standards, and all business procedures and process are optimized.
- Conduct an effective monitoring and evaluation of process performance, to ensure bank's quality management standard are effectively met, and potential gaps are addressed as when arise,
- Assess to align corporate operations with organization strategy to boost robustness of organization capacity to effectively deliver business objectives and ensure compliance.
- Oversee operations management to improve organization capabilities in achieving growth and gains corporate stability and sustainability.
- Oversee corporate operation management to improve organization capacity to deliver better customer experience, achieving growth and gaining stabilities,
- Action to embed needs of external and internal stakeholders in corporate operation, while coordinate with HR team to ensure hiring plans meet business needs and business decisions met sustainability aspirations,

Qualifications Required

- Bachelor's degree in business administration, process management, Value chain management, Banking business, Actuarial Science, Business Analytics, or related business field.

- Project Management, customer operation management skills.
- Certified CPT (T)/ACCA, value chain management and project management will be an added advantage.
- Must have at least 3 years of working experience in business operation and value chain management, operating model design, systems analysis in the banking industry, research review, program design and development in a fast-growing dynamic business environment, with a strong tracking record on creating positive impact to the institution.
- Previous experience in corporate operation management, value chain management or in a similar role will be an added advantage.
- Understanding of the value management and conversant in banking business operations, or value chain management
- Experience in banking customer operations service delivery.
- Experience with databases and project management software.
- Experience with forecasting models.

Deadline: 2025-12-13

Employment Terms: PERMANENT

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