



1. **JOB TITLE: IT SUPPORT OFFICER**

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

IT Support will be responsible for managing incidents and requests raised by users through ticketing tool, calls and emails as well as monitoring systems and infrastructure and follow up on any incident emerged from detected system abnormality.

Principle Responsibilities

- Receive and provide 1st level Support for all issues coming to ICT Service Desk via Service Management tool, Calls or Emails or emerged from system monitoring.
- Responsible for initial tickets, emails assessment, assignment to L2 engineers, prioritization and following up for resolution of all the issues raised to ICT by internal and external customers, third parties and partners.
- Perform service requests in relational to Access Management tasks (creation of new user IDs, assign access rights to users, resetting users' passwords, activating user IDs, disabling user IDs, etc) in accordance with relevant Access Management processes in line with SLAs.

- Proactive and reactive monitoring of technology systems including Servers, Network Infrastructure, Applications, Databases, ATMs, POS as well Data Center environment using the available monitoring tools.
- Provide timely response to all incidents, outages, and performance alerts. Categorize issues for escalation to appropriate technical teams and stakeholders (internal and external) with respect to service performance and availability, including Branches, Business units, Aggregators, MNOs, third parties, who are linked to the Bank's payment systems among others.
- Work with internal and external technical and service teams to create and/or update knowledge base articles.
- Monitor and providing report daily, weekly and monthly on components and services availability, capacity, and performance metrics, including trends analysis.
- Perform any other duty as assigned by the Manager/Supervisor.

Qualifications Required

- Bachelor's Degree in Computer Science, Information Technology, or their equivalent from an accredited institution.
- Flexibility to work in different shifts (including night shifts) 24X7.
- Basic knowledge in Networking (OSI network layers, TCP/IP).
- Basic Knowledge in database and programming.
- Experience on system testing and monitoring.
- Basic knowledge in ITIL.
- Excellence in interpersonal, communication and team skills
- Strong rapport and relationship building skills
- Good level of business awareness and problem solving
- Courtesy and customer focused attitude.
- Team player and High level of Integrity.

Deadline: 2026-03-13

Employment Terms: CONTRACT

Contract Duration: 1 MONTHS

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2. JOB TITLE: SENIOR CBS PRODUCTS AND CHANGES SPECIALIST

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

The Senior CBS Products and Changes Specialist is responsible for deployment, support, configuration and maintenance of Core Banking System, testing, implementation and maintenance of Core Banking products and changes and provide support on CBS Products to ensure systems availability in supporting banking operations.

Principle Responsibilities

- Deployment, support, and maintenance of Core Banking system application to ensure the application is effectively and efficiently utilized and available to respond to CRDB business requirements.
- Supervise and support CBS Products changes, customization, tests, and implementation to ensure system availability to business and suggesting for improvements.
- Identify, analyze, and resolve reported CBS system and products problems occurred and coordinate with the 3rd part support for solutions required escalation and resolve within SLA i.e., including troubleshooting, RCA, implementing bug fixes and resolve incidents in Service Manager escalated from Level 1-Service Desk.

- Coordinate DRP/BCP of core banking system testing and provide reports for ensuring compliance to comply with IT policy.
- Participate and provide deliverables and contribute to the Bank strategy related to ICT department / unit to ensure that plans are developed and implemented in line with clear business objectives and goals that support the overall Bank strategy.
- Participate and provide deliverables in the review, development, monitoring and control of the budget for the unit and monitor the budget of the unit to ensure budgets are aligned with the business plan and expenses are controlled within agreed limits.
- Supervise EOD/EOM/EOY activities and make sure system is online to business with the given SLA.
- Support project of Core Banking Upgrade/Replacement to ensure compliance with bank and regulatory requirements during the implementation.
- Proactively monitor CBS & Core Apps services to ensure standards quality of functional specifications developed and quality of System Integration Test performed before handover to the User Acceptance Test (UAT).

Qualifications Required

- Minimum of 3-year experience in Core banking system support, Projects, and User acceptance test.
- Experience of working in a deadline-oriented incident management environment managing multiple issues simultaneously.
- Demonstrated ability to work effectively in dynamic, collaborative, and fast-paced environments while ensuring robust backup, recovery, and business continuity processes.
- Experienced in technical coordination and engagement with vendors, contractors, and key stakeholders to support seamless operational delivery.
- Technical knowledge of Core Banking System, administration, systems backup, and support.

- Train other IT staff and bank staff whenever required.
- Strong knowledge of troubleshooting when necessary or required.
- Demonstrated leadership and personnel management skills.
- Strong interpersonal, written, and oral communication skills.
- Strong ICT service management capabilities supported by effective SLA oversight and vendor management skills.
- Possession of a bachelor's degree in computer systems technology or related academic field.
- ICT Service Management ITILv1 certifications.
- At least 5 years of general ICT Systems support experience in banking environment.

Deadline: 2026-03-13

Employment Terms: PERMANENT

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3. JOB TITLE: FINANCIAL ANALYST

Department: DEPARTMENT OF TREASURY

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

To maintain the Bank's awareness of market opportunities, customer needs, trends, and market intelligence, ensuring the Bank leverages all opportunities in the Capital market and identifies factors that impact product

competitiveness. Additionally, to offer alternative sources of finance to customers.

Principle Responsibilities

- Create initiatives in assisting companies to raise both debt and equity funding from the capital markets as well as privately from financial and strategic partners.
- Undertake market research and related tasks.
- Undertake all advisory assignments including Project Management, bond placement, and company valuation.
- Liaise with the Capital Markets and Securities Authority (CMSA) and the Dar es Salaam Stock Exchange (DSE) on regulatory approvals, listings, disclosures, and other capital-markets obligations.
- Coordinate with the receiving bank and relevant transaction parties to ensure smooth execution of post-capital-raising activities, including settlement, allocation, listing, and reporting.
- Ensure timely completion and submission of project undertakings.
- Advise Management on the efficiency and profitability of projects undertaken by the Company.
- Prepare and furbish financial models and analysis for businesses with intent to raise capital and secure advisory services.
- Develop business plans and implementation strategies for new products, research investment opportunities, conduct due diligence on prospective investments.
- Analyse business opportunities and present written motivations of viable propositions to discuss and seek approval from Management.
- Identify innovative business opportunities to help Treasury and Capital Market departments expand and grow.
- Proactively manage new and existing opportunities arising in our Capital market by ensuring consistent throughput.

- Identify companies with potential for listing while maintaining corporate, individual, and Government client base.
- Identify opportunities for cross-selling and referral to other CRDB lines through developing and maintaining a close understanding of customers' businesses.
- Ensure that revenue and profitability targets are achieved by implementing sales plans in line with overall products and services offered in conjunction with Banks strategies.
- Assist in coordinating industrial research and analysis to assist in the identification of potential business as well as financing opportunities.
- Participate in the continuous review and development of the investment process staying abreast with all major developments in financial markets and global economics.
- Prepare presentations for all investors and participate in all sales meetings.
- Be able to confidently explain the benefits and value provided by the firm.
- Engage and sell the various products and services (Investment & Wealth Management, Securities Brokerage & Market Research, Corporate Finance, and advisory).
- Other duties as may be prescribed by the Management.

CLIENT SERVICE:

- Meet with clients to understand their financial goals.
- Explain various types of Capital markets products and services provided by the Bank.
- Educate clients about investment options and resolve their queries.
- Work with clients to determine the amount of capital needed to meet business goals, and identify the market or products that can contribute to raising capital.

- Assist clients in financial planning and provide recommendations or suggestions regarding suitable investment options.
- Closely monitor Custodial clients' accounts and brainstorm ways to improve return on investment.
- Assist in researching other investment opportunities, interpret financial information, and analyse market trends.
- Develop and nurture strategic relationships with clients to ensure alignment with the Bank's strategy and business objectives.

Solicit corporate customers for trading and investment advisory services.

Qualifications Required

Qualification and experience in product areas

- 2 years of experience in Capital Markets involved in financial and investment analysis.
- Certified by CMSA and have attended and successfully completed Securities Industry Certification Course provided by Chartered Institute for Securities & Investment.
- Bachelor's degree in accounting, Finance, Economics, Business Administration or related Field. (Master's degree will be added advantage).
- Depth in a structured Sales process involving the understanding of a customer's situation and respective problem and the provision of a structural solution based on the customer need and the Bank's product offering.
- Knowledge of capital market assignments including Investment & Wealth Management, Securities Brokerage & Market Research, Corporate Finance and advisory, bank operations, corporate treasury functions, money markets and banking regulations.
- Knowledge of the general Capital Markets environment with regards to legal issues, industrial changes, competitor awareness, etc.
- Good liaison with domestic and foreign institutions, insurance companies and Regulators.

- Strong people management, communication, presentation & Organisational skills.
- The ability to make good business decisions in critical environment while managing risk.

Skills required

- Financial modelling and investment analysis.
- Marketing of capital market products to domestic and foreign institutional investors.
- Understanding of the historical business trends and future business prospects.
- Negotiation skills.

Behavioral skills:

- Strong analytical skills.
- Relationship building and networking skills.
- Strong communications and presentation skills.
- Ability to complete assignment/ job within stipulated timeline.
- Should be responsible for timely and cost-effective completion of assignments at hand.

Deadline: 2026-03-10

Employment Terms: PERMANENT

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