



1. JOB TITLE: Credit MI & Reporting Analyst (1 Position(s))

Job Location : Head Office

Job Purpose:

- To execute in-depth quantitative analysis and reporting of the banks loan portfolio, market trends, and risk metrics. This role is responsible for generating accurate, timely credit reports and translating complex data into actionable recommendations that support management decisions, enhance loan portfolio quality, and mitigate credit risk exposure.
- To participate fully in various credit related projects including system implementation / enhancements and automation, new credit product designing, CRB services, Credit Scoring Tools, IFRS9 assessment, validation and reporting, etc.

Main Responsibilities:

- Provide continuous professional support and strategic input to ensure the comprehensive planning, approaches, and strategies necessary for improving loan portfolio quality.
- Identify, model, and analyze credit risk hotspots, providing critical analytical updates on internal and external factors (macroeconomic and market trends) influencing NMB's portfolio performance and the wider banking industry to effectively mitigate credit risk exposure.
- Drive efficiency in lending and portfolio management by actively participating in and leading various credit-related projects, system enhancements, and automation initiatives.
- Prepare and ensure timely completion of all essential credit-related reports for regulatory bodies and internal management committees (e.g., LPQ, Watch-list, BCC). This includes monthly credit performance, PAR/NPL, and IFRS 9 impairment/provision reports.
- Provide support on the entire IFRS 9 impairment process and all related issues during the preparation of month-end financial reports and disclosures.
- Manage Credit Reference Bureau (CRB) services for the bank, guaranteeing full compliance with BOT regulatory requirements, which encompasses monthly data submission, data quality improvement, system enhancements, training, and effective handling of disputes and queries.
- Participate in addressing all credit-related issues arising from internal and external audits/examinations.
- Serve as the key resource for providing required credit reports and information to all internal stakeholders (including Credit, SAM, Business, Finance, Treasury, Strategy, and Internal Audit) and external partners (BOT, Government Instructions).

- Efficiently handle and resolve complex credit-related queries from both internal and external customers.
- Deliver comprehensive credit skills training to key staff across the network to significantly enhance efficiency, control, and internal capacity across the credit function.
- Execute any other specific tasks and duties integral to the Credit Management Information (MI) role.

Knowledge and Skills:

- Excellent understanding of credit and associated risks
- Proper understanding of new credit impairment models in line with IFRS9 requirement
- Proper knowledge of Bank's products, policies/ procedures and best practices in the banking industry.
- **Technical** - Core Banking System (Flexcube) and computer applications.
- **Behavioral** - Analytical numerals, critical thinking, communications and presentation skills, persuasiveness, self-directed work.

Qualifications and Experience:

- Bachelor's Degree in Commerce, Economics, Finance, Business or related fields.
- At least 3 years' proven experience in a credit MI related role.

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 considered.

Job opening date : 30-Mar-2026

Job closing date : 13-Apr-2026

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2. JOB TITLE: NOC Infrastructure Administrator (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within the Network Operation Center (NOC) to ensure 24/7 operations.

Main Responsibilities:

- Work with the Development team and understand the new products and systems, and ensure the right support is provided throughout the transition period.
- First-level support for all self-service channels and services ensures proper escalation to second-level support.
- Second-level support for all DSS and onboarding challenges
- Supporting and solving common and basic issues faced by customers, such as solving minor knowledge issues, providing detailed support process information, and fulfilling users' requests that need IT involvement.
- Perform and coordinate root cause analysis of incidents and share RCA/incident reports.
- Daily proactive monitoring, conducting first-level troubleshooting, resolution, and escalation of all issues pertaining to Data Centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office and branches.
- Manage all incidents and problems logged regarding self-service and channels, ensuring SLA(s) and customer expectations are met.
- Preparation of daily, weekly, and monthly performance statistics for the performance of services and data center infrastructure, status reports, and graphical aids for management.

Knowledge and Skills:

- Service management standards and baselines in operating systems, network virtual environments, databases, and middleware
- Good knowledge of networks, applications, data center infrastructure, self-service channels, power, and cooling utilities monitoring and troubleshooting.
- Possess good interpersonal skills.
- Must be creative, innovative, aggressive, and a team player.
- Ability to work on a shift basis.
- Good observation and analytical skills.
- Familiarity with Agile development methodologies.
- Experience with a variety of databases and object-relational Mapping (ORM) frameworks.
- Knowledge of programming and shell scripting, e.g., Java, Python, Bash script

Qualifications and Experience:

- Bachelor's degree in computer science or related academic field.
- Experience with the following tools GIT, NetBeans IDE/Eclipse, Visual Studio, and Android Studio
- Three years' experience in handling Monitoring Tools (Microfocus) in large corporate organizations.
- Three years' experience in systems and Network security technologies such as TCP/IP, Network devices (switches, routers, and Firewalls), UNIX/Linux, Windows, Oracle & Microsoft Database.
- Experience in developing with two of the following languages C#/.Net, PHP, Java and Objective-C/Swift (added advantage)
- Experience with web application technologies including CSS3, HTML 5 and JQuery/JavaScript

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Only shortlisted candidates will be contacted.

Job opening date : 25-Mar-2026

Job closing date : 08-Apr-2026

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