



## 1. JOB TITLE: QUALITY ENGINEERING SQUAD ENGINEER

**Department:** SOFTWARE & DIGITAL SOLUTIONS ENGINEERING  
DEPARTMENT

**Location:** Tanzania Head Office

**Number of openings:** 1

### **Job Purpose**

QE Squad Engineer is a core member of an Agile squad responsible for building quality into software products from inception through test automation, quality engineering practices, and continuous verification across the SDLC.

The role ensures that all deliverables meet defined quality, traceability, and compliance requirements, supporting reliable, secure, and audit-ready software delivery.

### **Principle Responsibilities**

- Design and implement automated tests across: Unit, API, integration, UI, and regression levels.
- Execute risk-based testing covering functional and edge-case scenarios.
- Basic / Shift-Left Performance Testing.

- Actively participate in Agile ceremonies (refinement, planning, reviews).
- Contribute to and enforce: Definition of Ready (DoR), Definition of Done (DoD).
- Identify and manage quality risks early (shift-left approach).
- Embed automated testing into CI/CD pipelines.
- Embed performance checks into the CI/CD pipeline, including smoke performance tests and threshold-based validations (e.g., response times below defined limits).
- Support enforcement of quality gates and release readiness criteria.
- Ensure all builds meet defined quality thresholds before promotion.
- Ensure end-to-end traceability and linkage between requirements, test cases, defects, and releases throughout the software development lifecycle.
- Log, track, and manage defects in Jira or relevant tools.
- Perform root cause analysis (RCA) for escaped defects and production issues to prevent recurrence and improve overall product quality.
- Contribute to the development and maintenance of quality metrics and dashboards, including test coverage, defect trends, and automation coverage.
- Identify and recommend improvements based on data insights.
- Maintain comprehensive testing evidence and documentation to support internal governance as well as audit and regulatory requirements.
- Ensure adherence to SDLC standards and quality controls.
- Work closely with developers, Product Owners, and DevOps teams.
- Promote a quality-first and compliance-aware engineering culture.

## **Qualifications Required**

- Bachelor's degree in computer science, Software Engineering, or related field.
- 3+ years' experience in software testing, QA, or Quality Engineering.
- Experience working in Agile / DevOps environments.
- Experience in banking or fintech systems is an added advantage.
- Hands-on experience with test automation frameworks and tools (e.g. Selenium, Playwright, Cypress, REST-assured, Karate, Postman, JUnit/TestNG).
- Strong knowledge of API testing, including RESTful services, request/response validation, and contract testing.
- Practical experience integrating automated tests into CI/CD pipelines using tools such as Jenkins, GitHub Actions, GitLab CI, Azure DevOps, or similar.
- Familiarity with version control systems (e.g. Git) and collaborative development workflows.
- Exposure to performance testing tools and concepts (e.g. JMeter, Gatling, k6) and ability to interpret performance metrics.
- Strong analytical and problem-solving skills, with the ability to perform detailed root cause analysis.

**Deadline: 2026-04-22**

**Employment Terms: PERMANENT**

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**2. JOB TITLE: SPECIALIST ENTERPRISE SERVICE BUS (ESB) PLATFORM**

**Department:** DEPARTMENT OF ICT

**Location:** Tanzania Head Office

**Number of openings:** 1

### **Job Purpose**

Your role as ICT Digital Specialist /System Administrators is responsible for managing and supporting the Enterprise Service Bus (ESB) platform, including the maintenance of APIs and integration services. The objective is to deliver new implementations and enhancements in a faster, more reliable, and controlled manner while ensuring platform stability, performance, and security.

### **Principle Responsibilities**

- Supply and develop a resilient dependable Enterprise Service Bus platform to deliver many strategically critical projects and integrations.
- Strong critical thinking and decision-making skills.
- Providing direction for Enterprise Service Bus systems team members.
- Identifying opportunities for team training and skills advancement.
- Analyse business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.
- APIs integration to Core banking application using different protocols on these services; balance inquiry, financial posting (debit/credit), Mini & Full statement.
- High level knowledge on APIs integrations eg.XML,XSD,XSLT,HTTPS, SOAP Web Services, JSON, Standard API, ISO Message, REST APIs,WSDL.
- Establish and manage Enterprise Service Bus integrations with internal and external systems.
- Manage APIs integration with internal and external systems: Simbanking MobApp, Simbanking USSD, Agency Banking, Internet Banking, Card System, CSM,Smart Branch,SMS Gateway, Biometric and Sim Accoun MNOs, GEPG, MUSE, Partners using Standard API & PIP, BOT and service provider SMS Gateway (Selcom & Infobip).

- Create environment for integration platform as a service (iPaaS) that enables businesses to build and offer reusable integration applications without the hassle of custom code.
- Manage end to end delivery of Enterprise Service Bus development and rollout.
- Establish and Manage Enterprise Service delivery team to deliver key strategic projects.
- Manage software patches and upgrades as needed to maintain functionality, security compliance and vendor support.
- Manage all external and internal integrations from third parties and, to backend systems eg: Core Banking application.
- Review updates, test and implement changes and/or enhancements in compliance with the Change Management Policy.
- Lead the Testing for Functional/Security and Performance Testing, Code packaging and code migration to various Test and Prod environments.
- Modernise our software landscape and leverage value from legacy systems to enable key customer facing functionality for online & self – services.
- Create an information systems environment that results in outstanding customer satisfaction.
- Develop robust processes in conjunction with all IT teams to ensure improved software quality and sustainability.
- Maintain system and services availability KPI of above 99.99%.
- Collaborate with project managers and business unit leaders to design solutions that are economic and align with enterprise policy.
- Analyze/troubleshoot the problem and provide the root cause for vendor to fix it permanently.

### **Qualifications Required**

- Bachelor Degree in Computer Science, Software Engineering, Telecom Engineering, Electrical Engineering or equivalent relevant IT degree from a University with a reputable curriculum.
- At least 3 years experience at ICT role in a bank of similar size and scale.
- At least 6 years of experience in supporting Middleware/ESB and Self-Service Channels in organizations of similar size and scale.
- Experience and ability to work effectively in a dynamic, collaborative.
- At least undergraduate or equivalent degree.
- At least one professional qualification in ITSM related area (i.e. ITIL).
- Strong knowledge of ESB architecture, messaging, integration protocols, and middleware technologies.
- Proficient in programming and scripting, with solid OS, JVM, database, and backend systems understanding.
- Skilled in DevOps, automation practices, security principles, and governance frameworks.
- Excellent troubleshooting abilities supported by strong interpersonal and communication skills.

**Deadline: 2026-04-21**

**Employment Terms: PERMANENT**

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### **3. JOB TITLE: SYSTEM ANALYST**

**Reporting Line:** MANAGER ICT

**Department:** CRDB INSURANCE

**Location:** Subsidiary

**Number of openings:** 1

## **Job Purpose**

The System Analyst is responsible for analyzing business requirements, designing system solutions, supporting enterprise applications, and ensuring successful implementation aligned with organizational goals. The System Analyst will support in delivering system projects, enhancements, and operational stability within the insurance systems environment. The role focuses on requirement gathering, small system developments, integrations, testing, quality assurance, and ongoing application support to ensure efficient operations across core insurance, finance, digital platforms, and third-party integrations.

The position acts as a bridge between business users, vendors, and the ICT team to ensure systems meet operational, regulatory, and performance requirements.

## **Principle Responsibilities**

- Gather, analyze, and document business requirements from underwriting, claims, finance, operations, and management teams.
- Prepare Business Requirement Documents (BRDs), functional specifications, process flows, and user stories.
- Support project planning, task tracking, and coordination with vendors and internal teams.
- Perform gap analysis and recommend practical system solutions.
- Follow change management procedures and documentation standards.
- Implement small system enhancements, configurations, reports, and automation tasks.
- Support customization of the core insurance system, ERP, and digital platforms.
- Assist in data mapping, validation rules, and workflow configurations.
- Support API integrations between core systems, finance systems, mobile applications, portals, and third-party partners.
- Monitor system integrations and resolve interface-related issues.

- Work closely with vendors on system upgrades and continuous improvements.
- Develop and execute test cases, including functional, integration, regression, and UAT testing.
- Coordinate and support User Acceptance Testing (UAT) activities.
- Log, track, validate, and support resolution of defects prior to release.
- Ensure solutions meet business requirements as well as compliance and regulatory standards.
- Provide second-level system support by troubleshooting operational issues, analyzing recurring incidents, and recommending permanent corrective solutions.
- Support system performance monitoring and optimization initiatives.
- Maintain proper documentation of system changes, releases, and configurations.

### **Qualifications Required**

- Bachelor's degree in IT, Computer Science, Insurance, Software Engineering, or related field.
- Minimum 2–5 years' experience in system analysis, application support, or enterprise system implementation.
- Experience working with core systems, ERP platforms, or other enterprise applications, with prior exposure to insurance or financial services environments considered an added advantage.
- Practical involvement in software development, system enhancements, integrations, and change management processes.
- Good understanding of the Software Development Life Cycle (SDLC), including change and release management processes.
- Working knowledge of database concepts and system integration principles, with an understanding of insurance business processes (underwriting, claims, reinsurance, and finance) considered an added advantage.

- Working knowledge of SQL and database querying, with the ability to analyze business requirements and translate them into clear functional specifications, including API and system integration requirements (REST/SOAP).
- Strong analytical and problem-solving skills, complemented by effective communication, stakeholder coordination, attention to detail, and strong documentation capabilities.

**Deadline: 2026-04-29**

**Employment Terms: PERMANENT**

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