



1. JOB TITLE: SPECIALIST DIGITAL CHANNELS SYSTEMS

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 2

Job Purpose

To effectively responsible for Self-service / Digital Channels systems support: Responsible for second level support and provide details to 3rd level support day to day for Digital channels systems Internet Banking, Sim Banking USSD, Sim Banking MobApp, Agent Banking, Smart Pay, Smart Branch, MUSE, SimAccount, Smart Loan, Biometric Engine, School Fees, CSM, SADAKA.

Principle Responsibilities

- Provide technical support and monitoring of the Digital Channel systems.
- Provide 24 hour on call support and supervise day-to-day support of these systems.
- Document and analyze technical specifications for changes and projects.
- Review updates, test and implement changes and/or enhancements in compliance with the Change Management Policy.
- Execute System integration testing and subsequent implementation of system upgrades, hotfixes, patch releases.

- Provide end-user support; investigate, troubleshoot, document, and resolve hardware and software issues.
- Configure hardware, Digital Systems, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform backup operations, ensuring all required file systems and data are successfully backed up to the appropriate destination(s).
- Perform regular file archival and purge as necessary
- Repair and recover from hardware or software failures; coordinate and communicate with impacted users.

Qualifications Required

- Bachelor's degree in computer science, Software Engineering, Telecom Engineering, Electrical Engineering or equivalent relevant IT degree from a university.
- At least 3 years of experience in ICT related role.
- At least 2 years of experience in supporting Self-Service Digital Channels in organizations of similar size and scale.
- At least one professional qualification in ITSM related area (i.e. ITIL)
- Technical knowledge of Digital Channels solutions.
- Strong people management and leadership expertise, with demonstrated ability to lead teams, motivate and train members, and effectively manage personnel in a collaborative environment.
- Good knowledge in operating systems such as windows and Linux.
- Interactions with vendors, contractors, and other stakeholders.

Deadline: 2026-06-01

Employment Terms: PERMANENT

2. JOB TITLE: INTEGRATION SPECIALIST

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

This role is responsible for the day-to-day operations, monitoring, support, and optimization of the WSO2 integration platform within the Bank. This role ensures reliable and secure system integrations across systems, supporting critical business services and business in general.

Principle Responsibilities

- Monitor WSO2 components (Enterprise Integrator, API Manager, Micro Integrator, API Gateway).
- Ensure high availability of integration services and APIs.
- Track message flows, service health, and system performance.
- Proactively identify and resolve integration bottlenecks and failures.
- Manage incidents, service requests, and problem tickets related to ESB operations.
- Perform root cause analysis and implement permanent fixes.
- Work closely with internal teams (applications, infrastructure, networks) and vendors.
- Ensure adherence to SLAs and timely resolution of issues.
- Support deployment and configuration of APIs, services, and integrations on WSO2.
- Troubleshoot issues related to mediation logic, routing, and transformations.
- Validate XML/JSON payloads and integration flows.

- Validate adherence to security controls (OAuth2, SSL, API security policies) during API implementation and testing.
- Assist developers during testing, UAT, and production releases.
- Perform routine system maintenance, backups, and patching.
- Optimize performance of mediation flows, connectors, and APIs.
- Manage queues, logs, and service endpoints.
- Implement scalability and high-availability configurations.
- Maintain up-to-date documentation of integrations, APIs, and configurations.
- Develop and maintain SOPs and knowledge base articles.

Qualifications Required

- Bachelor's degree in computer science, Information Technology, or related field.
- Minimum 3 years' experience in middleware/ESB support, specifically with WSO2.
- Experience working in enterprise environments (banking, telecom, fintech, or government is an added advantage).
- Strong hands-on experience with WSO2 Enterprise Integrator Micro Integrator, WSO2 API Manager, WSO2 API Gateway.
- Service-Oriented Architecture (SOA) and microservices.
- Proficiency in RESTful and SOAP web services, messaging protocols (HTTP/S, JMS, MQ), and data formats including XML, JSON, and XSLT.
- Experience in data mapping and transformation logic, along with proficiency in Linux/Unix administration.
- Monitoring tools (ELK Stack, Grafana, or similar).
- CI/CD tools (Jenkins, Git, etc.)
- WSO2 Certified Developer or Integration Professional.

- ITIL Foundation Certification.
- Cloud certifications (Azure, AWS) are an advantage.

Deadline: 2026-06-01

Employment Terms: PERMANENT

3. JOB TITLE: PLATFORM ENGINEER

Department: DEPARTMENT OF ICT

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

This role is responsible for the day-to-day operations, monitoring, support, and optimization of the WSO2 integration platform within the Bank. This role ensures reliable and secure system integrations across systems, supporting critical business services and business in general.

Principle Responsibilities

- Monitor WSO2 components (Enterprise Integrator, API Manager, Micro Integrator, API Gateway).
- Ensure high availability of integration services and APIs.
- Track message flows, service health, and system performance.
- Proactively identify and resolve integration bottlenecks and failures.
- Manage incidents, service requests, and problem tickets related to ESB operations.
- Perform root cause analysis and implement permanent fixes.
- Work closely with internal teams (applications, infrastructure, networks) and vendors.
- Ensure adherence to SLAs and timely resolution of issues.
- Support deployment and configuration of APIs, services, and integrations on WSO2.

- Troubleshoot issues related to mediation logic, routing, and transformations.
- Validate XML/JSON payloads and integration flows.
- Validate adherence to security controls (OAuth2, SSL, API security policies) during API implementation and testing.
- Assist developers during testing, UAT, and production releases.
- Perform routine system maintenance, backups, and patching.
- Optimize performance of mediation flows, connectors, and APIs.
- Manage queues, logs, and service endpoints.
- Implement scalability and high-availability configurations.
- Maintain up-to-date documentation of integrations, APIs, and configurations.
- Develop and maintain SOPs and knowledge base articles.

Qualifications Required

- Bachelor's degree in computer science, Information Technology, or related field.
- Minimum 3 years' experience in middleware/ESB support, specifically with WSO2.
- WSO2 Certified Developer or Integration Professional.
- ITIL Foundation Certification.
- Cloud certifications (Azure, AWS) are an advantage.
- Experience working in enterprise environments (banking, telecom, fintech, or government is an added advantage).
- Strong hands-on experience with WSO2 Enterprise Integrator/ Micro Integrator, WSO2 API Manager, WSO2 API Gateway, Knowledge of WSO2 deployment and clustering.
- Service-Oriented Architecture (SOA) and microservices.

- Proficiency in RESTful and SOAP web services, messaging protocols (HTTP/S, JMS, MQ), and data formats including XML, JSON, and XSLT.
- Experience in data mapping and transformation logic, along with proficiency in Linux/Unix administration.
- Experience with monitoring tools such as ELK Stack and Grafana, along with proficiency in CI/CD tools including Jenkins and Git.

Deadline: 2026-06-01

Employment Terms: PERMANENT

4. JOB TITLE: QUALITY ASSURANCE SPECIALIST

Department: PROJECT MANAGEMENT OFFICE UNIT

Location: Tanzania Head Office

Number of openings: 1

Job Purpose

To ensure the effectiveness and consistency of risk and control practices within the department/units by proactively identifying weaknesses, verifying compliance with policies and regulations, and supporting continuous improvement. The function acts as a key enabler of operational resilience by embedding a strong risk culture, monitoring control performance, and helping to prevent regulatory breaches, customer dissatisfaction, and financial loss, ultimately safeguarding the bank's operations and reputation. On the same note, the reporting function ensures key stakeholders are updated timely with the right and accurate information.

Principle Responsibilities

- Plan and conduct periodic and ad hoc quality assurance reviews, control testing, operational checks, and surprise audits to ensure compliance with organizational standards, policies, procedures, and regulatory requirements.
- Identify, assess, monitor, and escalate operational risks, control gaps, risk events, and emerging issues, ensuring timely resolution, root cause analysis, corrective actions, and continuous improvement.

- Monitor Key Risk Indicators (KRIs), risk trends, schedule performance, and project delivery metrics to support proactive risk mitigation, transparency, and informed decision-making.
- Develop, maintain, and enhance project management methodologies, governance frameworks, templates, tools, process manuals, procedures, and best practices to promote standardization, efficiency, and effective control environments.
- Develop, maintain, and govern integrated project schedules using enterprise scheduling tools, ensuring approved baselines, milestones, dependencies, resource alignment, and adherence to change control processes.
- Monitor and analyze project progress against approved schedules and plans by assessing schedule variances, milestone slippages, critical path impacts, resource constraints, and schedule risks, while providing recovery plans and forward-looking forecasts.
- Support Earned Value Management (EVM) and schedule risk analysis by aligning schedules with cost plans, resource plans, scope, and risk registers to enhance project performance monitoring and reporting.
- Consolidate project and portfolio-level schedules, dashboards, and management reports to provide accurate, timely, and decision-ready insights for stakeholders, governance forums, and senior management.
- Coordinate and facilitate communication between project teams, sponsors, vendors, process owners, governance boards, DLS, DRC, and other stakeholders to support effective oversight, issue resolution, contract compliance, and informed decision-making.
- Maintain and monitor the Contract Obligation Matrix and ensure compliance and performance monitoring for all departmental contracts.
- Conduct training, coaching, and awareness initiatives to strengthen understanding of risk management, controls, project governance, and operational procedures across teams.
- Contribute to Enterprise Risk Management (ERM), RCSA activities, combined assurance plans, lessons learned documentation, and continuous improvement initiatives to enhance project delivery capability and operational effectiveness.

Qualifications Required

- Bachelor's degree in information technology, Computer Science, Commerce, Risk Management or a related field from a recognized university.
- Minimum of 3 years' experience in Risk Management, Audit, or Project Management.
- Professional certification in Project Management (e.g., PMP, PRINCE2) or Risk Management will be an added advantage.
- Broad understanding of Compliance, Risk Management, and Governance.
- Strong knowledge of project management principles, planning, scheduling, critical path analysis, and Earned Value Management (EVM).
- Proficiency in advanced scheduling and project management tools, complemented by strong analytical, critical thinking, and performance analysis skills.
- Understanding of project lifecycles, dependencies, and governance frameworks.
- Strong skills in data analysis, data retrieval, reporting, presentation, database administration, and report development.
- Strong stakeholder communication, attention to detail, and accuracy.

Deadline: 2026-05-28

Employment Terms: CONTRACT

Contract Duration: 1 YEARS

CRDB Commitment

CRDB Bank is dedicated to upholding Sustainability and ESG practices and encourage applicants who share this commitment. The Bank also promotes an inclusive workplace, hence applications from women and individual with disabilities are encouraged.

It is important to note that CRDB Bank does not charge any fees for the application or recruitment process, and any requests for payment should be disregarded as they do not represent the bank's practices.

Only Shortlisted Candidates will be Contacted.

APPLICATION MODE

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