



1. JOB TITLE: Service Desk Administrator (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

To provide first line technical support to internal staff including branches and Head Office departments on the problems pertaining to the system use and all other banking operations issues during operation.

Main Responsibilities:

- Perform moderator roles and monitor our multiple support channels, including Service Desk tool, phone, email, live chat, social media.
- Handle routine enquiries and solve basic issues faced by customers by providing detailed support process information and fulfilling user's requests that need IT involvement.
- Follow up on any new requests received from our internal customers and transfer to either Incidents or Requests Management team for further processing where required.
- Take ownership of user problems, follow up problem status of problems and communicate progress in a timely manner.
- Maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Solve frequently occurring problems such as knowledge issues and aid users in the use of multiple applications used at Branches and Head Office.
- Work with System Development team and understand the new products and systems and ensure the right support is provided throughout the transition period.
- Educate system users on how to solve minor operational problems.

Knowledge and Skills:

- Strong operational knowledge of Core Banking Systems
- Familiarity with development tools such as Visual Studio and programming languages (Java, C, .NET, PHP, etc.)
- Basic technical knowledge, including coding and DevOps practices
- Good understanding of Bank products and their end-to-end processes
- Exceptional customer service orientation
- Understanding programming and scripting languages including PL/SQL, XML, XSLT, HTML, and CSS
- Exposure to operating systems such as Windows Server, Red Hat Enterprise Linux (RHEL), or IBM AIX
- Ability to explain solutions to users who do not have a technical background

- Problem solving skills
- Team collaboration skills
- Excellent written and spoken communication skills

Qualifications and Experience:

- Bachelor's degree in computer science or related discipline
- Excellent technical and computer skills
- Software development experience will be an added advantage
- At least 2 years working experience in Banking or Telecommunications environment, preferably in Service Desk or Contact Centre
- Incident management experience
- Experience in systems development

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 contacted.

Job closing date : 13-May-2026

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2. JOB TITLE: Specialist; Forensics Investigations (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Responsible for identifying, investigating, gathering evidence for disciplinary/legal proceedings, and strengthening controls to prevent financial loss and reputational damage.

Main Responsibilities:

Investigations and Detection

- Plan and conduct in-depth investigations into fraud, corruption and bribery as well as violations of Policies and Processes, whilst gathering evidence from systems and interviews.

- Collect, analyze evidence and consolidate findings/observations/recommendations to support informed management decisions.
- Conduct root cause analysis and recommend remedial actions to strengthen bank control environment.
- Support bank initiatives to protect bank assets, prevent financial losses and reputational damage.
- Ensure that all identified risks and/or emerging risks are timely escalated upon discovery.

Proactive Prevention

- Utilize data analytics to detect potential fraud, analyze trends and identify perpetrators.
- Develop and conduct awareness programs to prevent fraud and promote adherence of code of conduct to bank employees.

Asset Recovery & Mitigations

- Make efforts to recover lost funds and initiate actions to minimize financial impacts to the Bank.

Reporting and Evidence Management

- Secure and maintain evidence integrity
- Compile accurate, brief and complete forensics investigation report and testifying at disciplinary hearings, in Court or CMA.
- Maintain quality and ensure timely submission of investigation reports.
- Conduct and participate in preparation of Management Information (MI) and Reporting activities.

Knowledge and Skills:

- Knowledge of Financial Crime Compliance, Data Analysis and Forensics.
- Investigation skills
- Analytical skills
- Communication skills
- Creative Problem-Solving skills
- Report writing skills

Qualifications and Experience:

- Bachelor's degree in the fields of Law, Business Studies, Science, or Information Technology.
- Certifications CFE, ACAMS, will be an added advantage.
- Minimum of 3 years' professional experience in Law Enforcement, Auditing and/ or Banking.

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Job closing date : 05-May-2026

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