CAREER OPPORTUNITIES

CRDB Bank Plc is an African bank and a leading Financial Services Provider in Tanzania with current presence in Tanzania and Burundi, East Africa. The Bank was established in 1996 and was listed on The Dar Es Salaam Stock exchange (DSE) in June 2009. Over the years, CRDB Bank has grown to become the most innovative and preferred financial services partner in the region. Supported by a robust portfolio and uniquely tailored products, CRDB Bank remains the most responsive bank in the region.

We are looking to recruit suitably qualified and competent individuals to join our **Information and Communication Technology** on the following positions:

1. Head of Enterprise Applications
2. Head of ICT Projects & Channels Support
3. Head of ICT Security & Governance
4. Head of Technology Infrastructure

REMUNERATION

CRDB BANK PLC offers competitive remuneration and benefits. Successful candidates will receive attractive and competitive package commensurate with the demands of the position.

MODE OF APPLICATION & CLOSING DATE

Interested candidates who meet the criteria should submit an Application Letter accompanied with copies of academic transcripts, certificates and with a detailed up to date CV with two work related referees addressed to the Director of Human Resources not later than **9th October 2019.**

Director of Human Resources
CRDB Bank Limited
P.O. Box 268
DAR ES SALAAM
career.career@crdbbank.com

1. **Head, Enterprise Applications**

Principal Accountabilities

- Responsible for Service Management: Network Operating Center (NOC), Services Desk (Single contact / ownership / custodian for all ICT Requests, Incidents and Problems management), Logical Access Management (LAM), Change Advisory Board (CAB) Coordination, Service Continuity Management, Supplier / SLA Management.

- Responsible for software systems / applications in:
    - Core Banking Applications: Core Banking System (CBS), CBS Change & Projects, Payment Systems (SWIFT, Cheque Truncation, Trade Finance, Treasury, etc.)
    - Business Applications: Back-office banking systems: Loan Origination, Reconciliation, CRM, etc.
    - Office Applications: Office Automation, Collaboration systems (Email, Intranet, etc.):
    - Microfinance Solutions: Mass-market self-service Digital banking systems.
    - Data Management Systems: Reporting systems (e.g. IFRS), Data WareHousing (DWH), Data Analytics, Artificial Intelligence (AI), etc.

Other responsibilities

- Sets the organizational policy for the management of the application estate and ensures that policy is reflected using best practice.
- Develops strategies to ensure future business requirements are addressed through projects and enhancements.
- Overseas maintenance and second level support for all applications within the organization.
- Works closely with the Infrastructure Head to ensure availability of Core systems to service level requirements.
- Setting SMART Objectives and conduct Performance Evaluation for Direct Reports in the section
- Prepare monthly progress update reports of the section.
- Prepare and manage annual budget (CAPEX & OPEX) of the section.
- Setup and implement cost saving initiatives.
- Develop & update policies, procedures and processes to improve efficiency & productivity

Knowledge and Skills

- Strong knowledge of Core Banking Systems, IT Service Management systems, Business & Office systems.
- People Management & leadership knowledge. Be a team player that motivates and trains other team members.
- Leadership and personnel management skills.
- Strong interpersonal, written and oral communication skills.
- SLA and vendor Management skills.

Strong ICT applications support skills.

Education Qualifications and Experiences required for the Role

- Post graduate or equivalent degree
- Computer Science, Software Engineering, Telecom Engineering, Electrical Engineering or equivalent or related undergraduate degree
- At least one of the two degrees should be ICT related
- At least one professional qualification in ITSM related area (i.e. ITIL or COBIT)
- Project management certification or recognized training
- At least 5 years in Senior Manager role overseeing support of core banking systems and Payment systems applications in a bank of similar size and scale.
- At least 10 years of experience in ICT related role.
- At least 5 years of experience FSI industry.
- Experience playing lead role in implementation of a Core banking Systems.

2. Head, ICT Projects & Channels Support

Principal Accountabilities

- Responsible for Coordinating activities and functions of: ICT Project Management, Software Development and Self-service Channels systems support.

  o ICT Project Management: Coordinating implementation of small ICT related projects, i.e. Integrations, Upgrades, Migrations, etc.
  o Software Development: Implement systems enhancements and Second level support for In-House developed applications.
  o Self-service / Channels systems support: Improvements and Second level support of all Channels systems: Internet Banking, Mobile Banking, Enterprise Service Bus (ESB), etc.

- **Responsible for the Management of Card Systems**: Improvements and Seconds level support of ATM / POS Switch systems, Card Production systems, Card Management systems (Debit, Credit, Pre-paid, etc,), Integrations with National / Local & Regional Switches, International Card Payments schemes (Visa, MasterCard, CUP, RuPay, etc.)

Other Responsibilities

- Leads the definition of a portfolio of programs, projects, and/or on-going Self-Service Channels provision.
- Engages and influences senior managers to ensure the portfolio and Channels will deliver the agreed business objectives.
- Plans, schedules, monitors and reports on activities related to the portfolio Cards systems and Channels to ensure that each part contributes to the overall achievement of the products.
- Collects, summarizes and reports on portfolio KPIs often through the deployment of business management processes and systems.

- Identifies issues with portfolio structure, cost, risk, inter-dependencies, impact on current business activities and the strategic benefits to be realized.
- Notifies projects/programs/change initiatives of issues and recommends and monitors corrective action. Reports on portfolio status as appropriate.
- Setting SMART Objectives and conduct Performance Evaluation for Direct Reports in the section
- Prepare monthly progress update reports of the section.
- Prepare and control annual budget (CAPEX & OPEX) of the section.
- Setup and implement cost saving initiatives.
- Develop & update policies, procedures and processes to improve efficiency & productivity of the section.

Skills and Knowledge required for the Role

- Technical knowledge of ICT Security & Governance solutions
- People Management & leadership knowledge.
- Team player that motivates and trains other team members.
- Leadership and personnel management skills.
- Strong interpersonal, written and oral communication skills.
- SLA and vendor Management skills.

Education and Experience

- Post graduate or equivalent degree.
- Computer Science, Software Engineering, Telecom Engineering, Electrical Engineering or equivalent or related undergraduate degree.
- At least one of the two degrees should be ICT related
- At least one professional qualification in ITSM related area (i.e. ITIL or COBIT)
- Project management certification (PMP or Prince 2)
- At least 3 Senior Manager role overseeing large scale portfolios in a bank of similar size and scale.
- At least 10 years of experience in ICT related role
- At least 5 years of experience leading ICT projects in organizations of similar size and scale
- Knowledge and experience in executing Agile Software development Methodology
- Knowledge and experience in supporting ATM switch, Card Management systems and Self-Service Channels systems.
- Experience and ability to work effectively in a dynamic, collaborative and fast-paced atmosphere.

3. **Head, ICT Security & Governance**

Principal Accountabilities

Leading the team of ICT experts responsible for: ICT Security, Governance and Strategy:
- **ICT Security**: Configuration & Application Security, Security Monitoring & Vulnerability Assessment, Cyber Security (Internal & External threats).

- **ICT Governance**: Single contact / ownership / custodian for all ICT Audit, Regulatory, Policies, Compliance, Risks & Controls. Enterprise Technology Architect.
- **ICT Strategy**: Custodian of the ICT strategy. Coordinating execution of all activities required for achieving the goals of the ICT strategy.

Other Responsibilities

- Ensures that all stakeholders adhere to the strategic management approach and timetables.
- Collates information and creates reports and insights to support management processes.
- Contributes to the development of policies, standards and guidelines for strategy development and planning.
- Develops and communicates corporate information security policy, standards and guidelines.
- Contributes to the development of organizational strategies that address information control requirements.
- Identifies and monitors environmental and market trends and pro-actively assesses impact on business strategies, benefits and risks.
- Leads the provision of authoritative advice and guidance on the requirements for security controls in collaboration with experts in other functions such as legal, technical support.
- Ensures architectural principles are applied during design to reduce risk and drives adoption and adherence to policy, standards and guidelines.
- Setting SMART Objectives and conduct Performance Evaluation for Direct Reports in the section
- Prepare monthly progress update reports of the section.
- Prepare and control annual budget (CAPEX & OPEX) of the section.
- Setup and implement cost saving initiatives.
- Develop & update policies, procedures and processes to improve efficiency & productivity of the section.

Knowledge and Skills Required for this Role

- Technical knowledge of ICT Security & Governance solutions, and Enterprise Technology Architect principles
- People Management & leadership knowledge. Be a team player that motivates and trains other team members.
- Demonstrated leadership and personnel management skills.
- Strong interpersonal, written and oral communication skills.
- SLA and vendor Management skills.
- Strong ICT Security skills.

Education and Experience

- Computer Science, Software Engineering, Telecom Engineering, Electrical Engineering or related undergraduate degree
- ICT related Postgraduate degree is an added advantage.
- At least two applicable cyber security related certifications - CISSP, CISA, CEH, CCNA Security).
- Certified Information Security Manager (CISM) certification.

- At least one professional qualification in ITSM related area (i.e. ITIL or COBIT)
- At least one professional qualification in Enterprise Architect (i.e. TOGAF)
- Project management certification or recognized training
- At least 5 years in Senior Management role responsible for managing information security in a bank or financial organization of similar size and scale.
- At least 5 years in Senior Management role developing and managing ICT strategy, governance and enterprise architecture for large scale enterprise environment.
- At least 10 years of experience in ICT related role of which at least 7 years of experience FSI industry information security related role.
- Experience managing or executing vulnerability testing and management.
- Experience of working in a deadline-oriented ICT security management environment managing multiple issues simultaneously.
- Experience and ability to work effectively in a dynamic, collaborative and fast-paced atmosphere.

4. Head, Technology Infrastructure

- Leading the team of **ICT experts**, responsible for Data Center and Branch Systems and Network.
  - **Data Center**: Second level support of Data Center Infrastructure, Servers & Storage, Database & Middleware and all Branch systems / office machines and user working tools.
  - **Branch Systems**: Second level support of all Branch systems / office machines and user working tools.
  - **Networks**: Second level support of Core (Data Center) Network, Branch connectivity - Wide Area Network (WAN), Branch local Area Network (LAN), Unified Communication Systems (UCS) – Audio / Voice & Video network

Other Responsibilities

- Sets the organizational policy for the management of the IT estate and ensures that policy is reflected using best practice.
- Develops strategies to ensure future requirements for Data Center space can be forecast and fulfilled.
- Takes overall responsibility for adherence to health & safety regulations and electrical safety policy.
- Seeks out and ensures use of industry best practice to ensure plans are aligned to meet corporate sustainability targets.
- Responsible for overseeing Network support, Facilities Management, Storage Management and Capacity Management.
- Setting SMART Objectives and conduct Performance Evaluation for Direct Reports in the section
- Prepare monthly progress update reports of the section.
- Prepare and control annual budget (CAPEX & OPEX) of the section.
- Setup and implement cost saving initiatives.
- Develop & update policies, procedures and processes to improve efficiency & productivity of the section.

Knowledge and Skills Required for this Role

- Technical knowledge of Data Center Mechanical, Electrical & Plumbing (MEP) technologies
- Technical knowledge of Relational Database Management Systems (RDBMS) – Oracle, Microsoft SQL, etc.
- Technical knowledge of Data Networks.
- People Management & leadership knowledge. Be a team player that motivates and trains other team members.
- Demonstrated leadership and personnel management skills.
- Strong interpersonal, written and oral communication skills.
- SLA and vendor Management skills.
- Strong Relational Database Management Systems (RDBMS) skills.

Education and Experience

- Post graduate or equivalent degree
- ICT, Telecom, Electronics, or Electrical engineering related undergraduate degree
- At least one of the two degrees should be ICT related
- At least one professional qualification in networking or server management (e.g. CCNA, CCNP, IBMP7, MCSE, etc.).
- At least one professional qualification in Database management or Middleware (e.g. Oracle Database / WebLogic, Microsoft SQL Server, IBM WebSphere, Red Hat JBoss, etc.).
- At least one professional qualification in ITSM related area (i.e. ITIL or COBIT)
- At least 3 years in Senior Manager role in ICT infrastructure related area (networking, database or data center) in the financial services industry
- At least 10 years experience in ICT related role
- At least 5 years experience managing ICT infrastructure (data center, database or networks)
- Experience and ability to work effectively in a dynamic, collaborative and fast-paced atmosphere.