1. JOB TITLE: Process Analyst – Fixed Term (2 yrs) (2 Position(s))

Job Location :

Head Office, Hq

Job Purpose:

The Process Analyst will be responsible for business processes analysis. The aim of the role is to understand the value added in each step in the process and conduct a thorough analysis.
He / She will also be accountable to ensure timely identification of outliers/defects and waste in the processes and recommend the best approach to be used to address the challenges.

Main Responsibilities:

- Create clear monitoring mechanisms on processes to identify outliers/defects
- Establish clear metrics for processes to ensure any change from the baseline is done timely.
- Identify and ensure that any process improvement change is metric driven.
- Ensure there is a clear motion study for each process in the bank which is aiming on driving efficiency and productivity improvements.
- Based on the motion study of each process, conduct process improvements initiatives to drive standardization and changes in service delivery
- Create different Customer service guarantees based on best optimal performance.
- Develop and prepare materials for use in the process improvement events, coordinate with management, provide instructions on the use of process improvement tools.
- Suggest different process reengineering methodology and provide leadership to business and support function teams by empowering them to execute improvements to cycle times and eliminate defects.
- Work in conjunction with other stakeholders, you will be responsible to provide desired re-engineering practices and to ensure alignment of the specific initiatives to business objectives.
- Work with Branch Managers and other heads of units to align projects to strategy and to ensure their participation and support is aiming to achieve the strategic goals.

- Challenge the status quo and propose improvements in cost, revenue and process effectiveness and efficiencies as appropriate.
- Perform all other duties as assigned.

Knowledge and Skills:

- Demonstrated experience in project life cycle of process improvement and reengineering efforts. Project management background is an added advantage
- Well-developed analytical, quantitative, and problem-solving skills
- Demonstrated ability to collect, organize and gain insights from internal or external business data.
- Self-motivated, innovative, and ability to initiate and lead change
- Demonstrated proficiency with Microsoft Office and other products at the following levels
-Excel Advanced level of skill
-Visio Advanced level of skill
-Other Ms. Office tools Intermediate level of skill
- Proven Business Intelligence/Metric Reporting skills
- Ability to work independently and as part of a team

Qualifications and Experience:

- Bachelor's degree or its equivalent in Business Administration, Banking, Finance, Project Management or related fields.
- Lean Six Sigma Certification is an added advantage
- Two or more years of experience in Process Analysis, or any related field.
- Experience working with business re-engineering processes in Financial or Banking industry
- Experience working with business processing models, Process Design, Requirements Management, and Project Management
- Experience working with re-engineering tools, methods, and techniques

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Job opening date : 13-Jun-2022

Job closing date : 27-Jun-2022

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2. JOB TITLE: Senior Data Engineer (RE-ADVERTISED) (1 Position(s))

Job Purpose:

To build and maintain optimized and highly available data pipelines that facilitate deeper analysis and reporting.

Main Responsibilities:

- Design, implement and maintain the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources using SQL and 'big data' technologies into a Data Warehouse based on internal process improvements, automation and optimization of data delivery.
- Identify, design and implement internal process improvements including re-designing infrastructure for greater scalability, optimizing data delivery, and automating manual processes
- Design and build solutions to empower users to perform self-serve analytics needs.
- Assemble large, complex data sets that meet functional / non-functional business requirements and design custom ETL and ELT processes.
- Implement enhancements and new features across data infrastructure systems including Data warehouse, ETL, Master Data Management & BI platform
- Maintain the overall data infrastructure systems
- Troubleshoot data issues, data platforms and perform root cause analysis
- Design and implement data products and features in collaboration with product owners, data analysts, and business partners using Agile / Scrum methodology
- Design and build an optimal organizational data infrastructure and architecture for optimal extraction, transformation, and loading of large data volumes from a wide variety of data sources using SQL and Azure, AWS big data technologies.
- Profile and analyze data for the purpose of designing scalable solutions
- Define and apply appropriate data acquisition and consumption strategies for given technical scenarios
- Work with architecture and other teams to ensure quality solutions are implemented, and engineering best practices are defined and adhered to
- Anticipate, identify and solve issues concerning data management to improve data quality.
- Work with analytics tools that utilize the data pipeline to provide actionable insights into operational efficiency and other key business performance metrics.
- Advise on the best tools/services/resources to build robust data pipelines for data ingestion, connection, transformation, and distribution
- Transform data and engineer new features for machine learning models
- Perform deep-dive analysis including the application of advanced analytical techniques to solve some of the more critical and complex business problems
- Create new methods to visualize core business metrics through reports, dashboards, and analytics tools.
- Work with different stakeholders to assist with data-related technical issues and support their data infrastructure needs.
- Work with business users to understand the domain knowledge and troubleshooting of product issues

Knowledge and Skills:

- Understanding of ETL framework and tools
- Understanding of reporting & data visualization tools
- Excellent analytical, creative and problem-solving skills.
- Excellent verbal and written communication skills with the ability to interact effectively with people at all levels.

- Ability to work effectively within a team.
- Ability to prioritize, meet deadlines and work under pressure
- Ability to work independently with minimal supervision
- Attention to detail

Qualifications and Experience:

- BSc in Computer Science, Computer Engineering, Data science, or relevant field.
- Strong programming experience in SQL, Python, R
- 5 years of experience in data engineering role
- 3 years of big data experience
- Experience in building and optimizing data warehouse and big data pipeline architectures
- Experience with design, development and maintenance of ETL tools
- Experience with maintenance and troubleshooting of BI platforms; SQL and NoSQL databases
- Experience in data mining & machine learning
- Successful history of manipulating processing and extracting value from large disconnected datasets
- Extensive experience working with Hadoop and related processing frameworks such as Spark, Hive, etc.

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Job opening date : 13-Jun-2022

Job closing date : 20-Jun-2022

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