



1. **JOB TITLE: Manager Securities Custody**

Head Office NBC

R-15938055

DEADLINE: 25th October 2022

Job Summary

Drive overall strategic direction of the securities custody business to ensure that the annual revenue targets are met. Drive NBC's market reputation at the relevant market forums by actively participating and driving market development and client requirements

Job Description

Accountability: 50%

Strategic Leadership

- Responsible for developing and executing product development strategies in line with the overarching strategy for the Business Unit, and changes in regulations and market practices.
- Responsible for the continuous supervision of processing and execution of all securities settlement transactions in the business.
- Scan the markets for client acquisition opportunities in line with overall Business Unit strategies and market developments.
- Lead and evaluate the performance of individual direct reports based on business development and revenue targets
- Ensures that the daily transactions and activities conform to the set business goals and objectives.

- Keeps well abreast of the market movements, and report findings to the Director, Corporate Banking
- Provide ongoing advice and direction to the operational environments managed by the role in terms of the areas of focus, opportunities, key targets and relative policies, legislative and regulatory environments
- Build and maintain effective stakeholder relationships within the industry and within the Bank to ensure the unit is successfully positioned to manage risks and expectations and deliver on shareholder value
- Represent Custody and participate and contribute to industry and Bank wide forums and governance structures as required or directed

Accountability: -30%

Drive Business Performance

- Implement performance controls to proactively measure achievement against strategic targets and address changes or non-performance
- Responsible for leading quality sales pitches, managing of pipeline and ensuring conversion of the same
- Actively participate in all internal client reviews from a service perspective provided by areas under responsibility through a process of formalized service review (including questionnaires, production reporting, loss event reporting, etc)
- Drive the proactive negotiation of service level contracts with business unit heads and clients with a continued focus on improved performance, reduction in turnaround times and reduced cost
- Continuously monitor service levels and implement strategic measures to improve customer satisfaction and overall profitability
- Implement governance structures and stakeholder frameworks to ensure effective customer management and engagement
- Ensure rigorous cost management within the Custody unit by implementing a highly structured budget, monitoring and reporting process and instilling discipline within the team around cost control

Accountability: 10%

Teamwork

- Create a high-performance culture and ensuring effective working relationships within the team

- Coaching and developing to embed a culture of excellence and expertise that the business recognizes and acknowledges in their day-to-day dealings with the team.
- Ensure team members are kept fully informed through a process of two-way communication, which encourages active participation in the running and ongoing improvement of team performance.
- Proactively managing the day-to-day operation of the direct reports driving out inefficiency, maximising productivity, and managing change, planning, and scheduling activity.
- Use Performance Management to assist in agreeing individual and team targets, leading, monitoring, and motivating staff regularly during staff reviews in order to encourage, recognize and reward each individual
- Manage and retain key stakeholder relationships and focus on building strategic relationships with key decision-makers
- Participate fully in your Performance Development, continue to proactively develop yourself and undertake relevant training (including sales process, product, industry, etc).
- Develop in-depth knowledge of the client's strategy, business, financial performance, industry outlook/trends, specific segment knowledge and general macroeconomic issues and trends in the country and ensure that this is transferred to the relevant internal stakeholders
- Seek, share, and embed best practices both locally and regionally

Accountability: -10%

Risk and Compliance

- Identify and take accountability for the assigned principal risks relevant to the Coverage Business areas in terms of the Bank Enterprise Risk Management framework and ensure that adequate controls are in place within the role's area of responsibility.
- Monitor all business risk activities (including business assurance and operational risk management) within the remit of this operating environment through obtaining feedback and providing guidance for tactical plans to ensure compliance to Country and Group standards
- Drive a culture of proactive compliance and risk management within the Coverage Business teams
- Responsible for the KYC/AML risk of the assigned business unit inter alia: new and existing relationships, KYC at onboarding and periodic refresh on all clients within the unit

- Review the risk management and compliance practices of the Custody Business Units as a whole and highlight areas that require improvement to Business Heads in the Coverage team. Ensure that they understand their responsibility for risk ownership
- On a quarterly basis, evaluate of the status of Operational and Principle Risks within the Coverage Business Units and complete the required attestations to confirm control status Mandatory Risk and Control objective
- Ensure that all activities and duties are carried out in full compliance with regulatory requirements, Enterprise-Wide Risk Management Framework and internal Absa Policies and Policy Standards.
- Understand and manage risks and risk events (incidents) relevant to the role.

Qualifications

Analytical Thinking - Advanced (Meets all of the requirements), Bachelors Degree and Professional Qualifications - Banking, Decisiveness (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Entrepreneurial thinking (Meets all of the requirements), Experience in a similar environment at junior specialist level, Investment Management (Meets all of the requirements), Openness to change (Meets some of the requirements and would need further development)

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2. JOB TITLE: End User Computing Specialist

Head Office NBC
R-15939941

DEADLINE: 25th October 2022

Job Summary

Manage implementation, maintenance, and enhancement of all Desktops, Laptops, Mobile phones and Print Services focusing on a Standard Build for Desktop, Virtual Desktop, Office end user applications and Remote printing to enable the use of appropriate platform technology as an integral and reliable component of business processes.

Assist the IT department to identify control, record, report, audit and verify IT Assets and

Configuration Items, including attributes, relationships and constituent and overall management of IT asset life cycle from procurement, distribution, reallocation and disposal. Drive convergence of technologies, ensure delivery of technology projects associated with End User Computing and liaise and negotiate with internal customers and technology vendors.

Job Description

Accountability: Service (End User Computing (EUT)) Infrastructure Availability

The prime responsibility is for maintaining the availability and reliability of GTIS End User Computing to ensure that IT can effectively meet service targets in accordance with planned business objectives.

Key Activities

- Provide a range of End User Computing service availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis
- Successfully facilitate delivery of changes to reports needed by the business and ensure that reports and their dependencies are made available for the business.
- Provide holistic support of End User Computing service availability to Business Users
- Take actions to achieve reductions in frequency and duration of incidents that impact End User Computing service availability
- Ensure shortfalls End User Computing availability are recognized and appropriate corrective actions are identified and progressed
- Initiate and coordinate actions required to maintain or improve availability of End User Computing service
- Act as a coordination point for changes to GTIS End User Computing infrastructure when needed
- Maintain an awareness of technology advancements and best practices that support End User Computing service availability
- End User Computing components management i.e. Unsupported Infrastructure and Application Management (EUT UIA)

Asset and Configuration Management

- Help define and maintain Configuration Item (CI) naming and numbering conventions in Service now
- Support compliance to Configuration Item (CI) registration procedures
- Interfaces with Finance team to perform mass updates, corrections, or attribute changes to the asset tool database
- Ensure detected exceptions are categorized and managed back through the appropriate corrective action control process
- Performs regular housekeeping on asset tool database by maintaining value lists and archival process information
- Responsible for the day to day hands on operations of the process
- Verifies Asset tool database data against proposed changes and implemented changes
- Verify all information on assets disposed as per procedure and update the inventory list
- Assist in conducting audits

- Work with Finance: Asset Manager to ensure all company's assets are consolidated, traced, recorded and properly monitored.

Asset MI Reporting

- Prepare an asset inventory list; distribute the list to each Department/branch quarterly and dept/branch will be responsible to verify the accuracy of the inventory listed by physically identifying those assets on the list that are accounted for. The dept/branch is also responsible for adding any asset that is not included on the listing
- Compile any exceptions in order to provide a complete accounting of all assets recorded in the inventory system
- Conducts inventories and reconcile all technology assets with current IT Assets and financial database on quarterly basis

Provide reports on the status of Configuration Items (CIs)

Accountability: Test Management

Responsibility is to ensure that proper testing occurs for all GTIS End User Computing changes released into the production environments as assigned to you by Line Management

Key Activities

- Work closely with Release/AV/Patches Analysts
- Review releases/AV/patches and assign appropriate release testing tasks
- Compile and review the Testing Deliverables
- Conduct installation procedure tests
- Participate in functional, performance, and integration testing results
- Coordinate user acceptance testing
- Coordinate back out testing
- Conduct supporting documentation review
- Compile test results
- Conduct release test review
- Coordinate post release testing
- Validate and communicate results of testing activities

Accountability: Risk Management

- Build relationship with country IT Risk and Governance team and provide support wherever required.
- Contribute and deliver to the improvement of the risk profile by delivering improved governance, risk management, controls and compliance requirements.

Accountability: People Management

- Responsible for leading and guiding outsourced End User Support Engineers to provide end user support services in agreed levels of availability, reliability and maintainability.
- Responsible for driving own Performance Development, collating relevant documentation, preparing for and arranging reviews.

- By utilizing skills matrix, identify training and development requirements, formulating own plan to be agreed with team leader. Responsible for ensuring own plan is completed within agreed timescales.

Undertake all necessary training in order to perform the role to the required standards, including gaining accreditation where appropriate.

Qualifications

Analytical Thinking - Basic (Meets all of the requirements), Bachelor's Degree - Information Technology, Enabling team success (Meets some of the requirements and would need further development), Experience in a similar environment at junior specialist level, IT Infrastructure & Assets (Meets some of the requirements and would need further development), IT Support (Meets all of the requirements), Openness to change (Meets some of the requirements and would need further development), Quality orientation (Meets some of the requirements and would need further development)

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3. JOB TITLE: Technology Risk & Cyber Security Specialist

Head Office NBC
R-15939942

DEADLINE: 25th October 2022

Job Summary

The Technology Risk & Cyber Security Specialist is responsible for ensuring that specific Technology Risk and Cyber Security controls & solutions are applied to ensure confidentiality, Integrity, availability and non-repudiation of NBC information systems and data are at optimum level, and that they comply with the Technology Key Risk as well as Cyber Security policies and standards, and consequently meets the businesses requirement and safeguards the Bank's computing environment, business operations and reputation.

Job Description

- Conducting risk assessments to all new IT systems, identifying the risks that may be introduced and their corresponding controls measures required to mitigate the identified risks.

- Conduct controls snap checks around technology operations and cyber security critical processes.
- Perform regular security assessments on systems configurations, application security, databases, networks and data centers to determine security violations and inefficiencies.
- Be involved in projects implementation providing security guidance from the initial stages of systems/ software development up to the end.
- Assist on threat intelligence and attack monitoring activities identifying abnormalities, reporting violations and recommend essential control measures.
- Monitor identity and access management, including monitoring for abuse of permissions by authorized system users.
- Monitor organization's networks for security breaches and incidents to identify the root cause and investigate a violation when one occurs.
- Regular monitoring, measuring and reporting of technology risk and cyber security thresholds and the related key indicators, identify and define reasons for out of threshold indicators
- Respond to security incidents including 'phishing' emails and 'pharming' activity, breaches etc.... and mitigate the consequences of a cyber-incident.
- Analyze security events and incidents , identify root cause and impacted control objectives. Ensure risk events are booked for all critical security incidents
- Undertaking third-party due diligence & security assessment for critical IT Vendors and Service Providers to ensure they meet security requirements.
- Assist with internal and external audits engagements relating to information security and technology risk
- Oversee internal and external security assessment activities (Vulnerability Assessment and Penetration Test- VAPT)
- Participate/ provide support in fraud investigation that related to technology risk and cyber security
- Plan for disaster recovery and create contingency plans in the event of any security breaches
- Coordinate implementation of regulatory requirement, and monitor compliance for the same.
- Maintain an information security and technology risk register and actively monitor and coordinate remediation of technology and cyber security control gaps
- Perform and/or coordinate regular security awareness training for all employees to ensure consistently high levels of compliance with IT Security policies.
- Keep abreast of the latest technology & security threats and development.
- Perform other job-related duties as assigned.

Qualifications and Experience

- Advanced diploma or bachelor's degree in management information systems, or related field.
- At least one professional Certification in Information Security, System Audit or IT Governance e.g. CISM, CISSP, CISA, CRISC, CGEIT, CEH, or CCNA Security

- At least one professional qualification in ITSM related area (i.e. ITIL or COBIT)
- Familiarity with security frameworks (e.g. NIST Cybersecurity framework) and risk management methodologies
- Good understanding of Infrastructure (servers and network) designs and architecture.
- At least 4 years of prior relevant experience
- Proficiency in Security and Risk management
- Vulnerability management and penetration testing
- Identity and Access Management
- Communications and Network Security.
- Security Operations
- Application Security
- Asset Security
- System Resilience and Data Recovery Capabilities

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