



## 1. JOB TITLE: Zone Systems Administrator (Fixed Term – 2 years) (1 Position(s))

**Job Location :** Head Office

**Job Purpose:**

Perform daily maintenance, monitoring, and support of NMB working tools at Head Office and branches, quality assurance of work done by suppliers and service delivery that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

**Main Responsibilities:**

- Daily and scheduled maintenance of Branch user working tools ( Desktops, Laptops, Teller Printers, MFP's, Desktop Printers, Flatbed scanners, Cheques Scanners, CCTV gargets, Agri-vouchers scanners, forex boards, Note Machines Counting, Sorting, Banding & Strapping Machines), Electric power systems (Generators, Uninterruptible Power Supply - UPS, Stabilizers, Inverters, Solar / Wind Power systems, etc.), Self Service terminals (Onsite & Offsite ATMs, Branch POS terminals, Merchant and Agents POS terminals, etc.).
- Perform daily morning checks for all the branches within your zone and resolve/escalate all the problems that require maintenance.
- Updating and maintenance of Asset Management database, current inventory, disposal process and managing the life cycle of branch working tools every six months.
- Resolution and closure of support working tools incidents and problems logged into Service manager from branches/head office ensuring SLA(s) and customer expectations are met.
- Attend to all planned maintenance activities such as preventive and corrective maintenance of working tools.
- Supervise vendors (Quality Assurance) on site when conducting planned and unplanned maintenance of working tools to ensure quality of the completed job (good workmanship) at the shortest possible duration to avoid unnecessary delays at a minimum disruption of customer service and cost effectiveness.
- Ensure that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.

- Provide first-aid / basic troubleshooting training to two Branch IT Champions that will be identified at every branch. The Branch IT Champions will be the first contact points for Zone Systems Administrator regarding all ICT systems incidents and problems.
- Escalate and closely follow-up with Second level support (respective Head Office ICT section), and 3rd level support (system vendors) for all branch IT systems incidents and problems which cannot be resolved by him / her.
- Daily follow-up to ensure that all PCs and laptops are protected with the latest NMB standard security controls.
- Plan and carry out all his/her duties in the area (branch visits, etc.) in good order of priority and cost-effective manner.
- Prepare and submit the list of obsolete, end of life equipment and computers for donation quarterly. Ensure all items are rechecked to avoid disposing of equipment that is still fit for use. Facilitate the sign off from the zonal level.
- Responsible for installation and configuration of ATMs and monitoring the performance/UPTIME of zone.

### **Knowledge and Skills:**

- Technical knowledge of banking IT systems used in branches.
- Ability to work in a fast-changing banking service environment.
- Ability to provide basic user training to branch staff.
- Ability to provide basic technical training to branch IT champions.
- Strong knowledge of head office working tools and other computer peripherals.
- Commitment to the values of integrity, accountability, transparency, scientific rigor, and drive
- Positive self-esteem, confident, good oratory, and communication skills.
- IT systems troubleshooting skills.
- Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies.
- Time planning, organizing and logistics skills.
- ICT Service Management skills (ITIL) will be an added advantage.
- Networking skills (CCNA)
- A self-starter Ability to work on own initiative, prioritize work with minimum supervision and work under pressure.
- Ability to quickly understand new technologies' benefits and how these may impact current business practices.
- Ability to present technical data in a comprehensive, yet clear manner.
- Technical interaction with vendors, contractors, and other stakeholders.

### **Qualifications and Experience:**

- Bachelor's degree or its equivalent in ICT engineering discipline.
- Certification in any IT systems (e.g., Cisco, Microsoft, etc.) will be an added advantage.
- At least 3 years of relevant work experience in banking IT systems support.

*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.*

**Job opening date :** 19-Dec-2024

**Job closing date :** 02-Jan-2025

## **APPLY HERE**

### **2. JOB TITLE: E-Learning Advisor (Fixed Term – 2 Years) (1 Position(s))**

**Job Location :** Head Office

**Job Purpose:**

Partner with Subject Matter Experts (SMEs) and HRBPs to support the analysis, scoping of development needs, identify solutions, design and develop learning solutions, monitor and evaluate different learning solutions put in place.

**Main Responsibilities:**

- Work in a collaborative team environment and use proven instructional design methodologies to analyze learning needs; design and develop content; define measurement strategies and assess the effectiveness of learning programs.
- Work with subject matter experts to prepare and enhance learning materials according to NMB's established frameworks of learning design.
- Create engaging learning course content with supporting media including audio, video, animations and graphics.
- Outline the concept for a course or curriculum, defining (needs for) the course medium, content delivery, assessments, accompanying materials, and complementary learning approaches.
- Apply adult learning principles to instructional design when creating and sourcing engaging and effective learning content.
- Manage LMS functions which include monitoring course content, course approvals, and evaluation processes ensuring processes are completed within given timeframes.
- Define project schedules and manage multiple projects simultaneously.
- Work collaboratively with the ICT department to set and maintain security roles and access levels.

- Develop quality assurance plans by conducting intensive analysis, identifying critical control points, monitoring procedures, corrective actions related to e-learning utilization.
- Generate, analyze, and distribute data reports to the Training & Development Steering Committee, Alliance departments and other Alliance staff, as needed.
- Present in a classroom and online setting to ensure that Banking technical and soft trainings are completed in accordance with standards and regulations
- Provide Support, mentorship, train new and existing employees to a new skills or business systems to existing employees.

### **Knowledge and Skills:**

- Proficiency with web development tools and learning technologies (Articulate storyline, Camtasia studio, Adobe captivates and Lectora inspire)
- Ability to develop interactive multimedia content such as video, audio, animations, text, and graphics.
- Strong knowledge of instructional design principles and methods
- HR Metrics and Reporting formats
- Thorough knowledge of and proficiency in the use of Windows based PC system, a range of software packages, including Microsoft Word, Excel, Outlook, and PowerPoint, and Adobe Acrobat Professional.
- Monitoring, assessments, and evaluation
- Proficiency in data analysis tools
- Business acumen
- Strong verbal and written communication skills.
- Presentation skills
- Organizational, Facilitation and Stakeholder management skills

### **Qualifications and Experience:**

- Bachelor's degree in ICT Mediated Content Development, Multimedia Technologies and Animations or related specialization.
- At least 1 year experience in Learning and Talent Development /Training or similar roles.
- Experience in development with eLearning tools such as Captivate, Articulate Studio/Storyline, Adobe Photoshop/Illustrator, Animate CC and Software technologies such as HTML5, CSS and JavaScript.

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Only shortlisted candidates will be contacted.

**Job opening date** : 20-Dec-2024

**Job closing date** : 03-Jan-2025

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