



## **1. JOB TITLE: NOC Systems Administrator - Fixed Term (2 years) (1 Position(s))**

**Job Location :** Head Office, Hq

**Job Purpose:**

24/7 Proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within Network operation center (NOC) which will or has the potential to degrade bank services, and ensure service delivery meets and exceeds business customers expectations by maintaining the value of the services.

**Main Responsibilities:**

- Perform and coordinate Root Cause analysis of Incidents and share RCA/incident reports.
- Responsible for daily proactive monitoring, conducting first level troubleshooting, resolution and escalation of all issues pertaining to Data Centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office and branches.
- Responsible for managing all incidents and problems logged regarding network, self-service, power, and cooling utilities from branches & Head Office ensuring SLA(s) and customer expectations are met.
- Preparation of daily, weekly, and monthly performance statistics for the network and data center infrastructure, status reports, and graphical aids for management.
- Maintain current configuration on existing NOC infrastructure including out of the box reports provide required visibility report to management.
- Automate and consolidate all manual morning health check reports.
- First level support for all self-service channels and services ensures proper escalation to second level support.
- Maintain and optimize NOC infrastructure licenses/Infrastructure ensure all business-critical services are monitored.
- Other activities as directed by management from time to time.

**Knowledge and Skills:**

- Service management standards and baselines in Operating Systems, Network Virtual environments, Databases, and middleware

- Good Knowledge on networks, applications, data center infrastructure, self-service channels, power, and cooling utilities monitoring and troubleshooting.
- Possess good interpersonal skills.
- Must be creative, innovative, aggressive and a team player.
- Flexibility to work on shift rotation basis
- Good observation and analytical skills.
- Familiarity with Agile development methodologies.
- Experience with varieties of databases and object-relational Mapping (ORM) frameworks.
- Knowledge of programming and shell scripting, e.g., Java, Python, Bash script
- Linux & terminal commands
- DevOps skills

**Qualifications and Experience:**

- Bachelor's degree in computer science or related academic field.
- Professional certification in ITIL; CCNA, Self-service channels, Monitoring tools training/ certification.
- Two years' experience in handling monitoring Tools (Microfocus) in a large corporate organization.
- Two years' experience in systems and Network security technologies such as TCP/IP, Network devices (Switches, Routers and Firewalls) UNIX/Linux, Windows, Oracle & Microsoft Database.

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**Job opening date :** 03-Dec-2024

**Job closing date :** 17-Dec-2024

**2. JOB TITLE: Product Manager; Digital Global Transaction Services (1 Position(s))**

**Job Location :** Head Office

**Job Purpose:**

Manage cash products across the entire Wholesale Banking department, address the diverse needs of Corporate, Agricultural, Government, and Institutional clients. Maintain a creative and proactive approach, staying ahead of market trends in Cash Management and Digital Channel solutions to maximize potential.

**Main Responsibilities:**

## **Business Direction**

- Collaborate with the Senior Manager to craft the digital payment and collection product development strategy, ensuring alignment with Global Digital Transaction Services and the broader wholesale cash management offerings.
- Oversee product capabilities, including but not limited to high-value and low-value payment services across various payment rails.
- Manage risk and regulatory aspects related to the products, addressing inter-team and technology dependencies to mitigate project and product risks.
- Monitor competitive and strategic market trends, integrating insights into the innovation and product development pipeline, as well as refining product positioning and pricing strategies.
- Cultivate a deep understanding of current challenges within Transaction Banking.
- Engage with clients across the enterprise to develop comprehensive solutions encompassing tools, products, integrations, APIs, UIs/modals, and process changes.
- Identify and develop new data capabilities to enhance customer understanding, context, and event-driven insights.
- Prioritize and align the product roadmap with business needs, long-term platform health, and partnership requirements.
- Provide guidance to the client segments, Marketing and/or Communications teams on sales and marketing or communication of digital platform capabilities.
- Collaborate with various partner teams to enhance end-customer experiences through data capabilities.
- Translate business requirements into technology specifications and vice versa, ensuring clear communication in both directions.
- Contribute to the development of product-specific sales campaigns alongside the Sales Campaign Manager.
- Establish and maintain relationships with internal service providers, including Marketing, Communications, and Operations, ensuring service level agreements are effectively implemented and upheld where applicable.

## **Business Management**

- Coordinate with relevant departments to address significant processing issues related to product design or distribution channels.
- Support the Senior Manager; Global Digital Transaction Services in the market introduction of new products by
  - ?Innovating and capturing client requirements and iterating design and delivery with the Product implementation & technical team.
  - ?Prioritizing and balancing diverse and potentially competing requirements to ensure cohesive product delivery.
  - ?Translating the end customer needs into precise functional requirements.
  - ?Collaborating with the Product & Implementation team to provide comprehensive end-to-end solutions.
  - ?Deciding between bespoke client customizations and core product features.
  - ?Engaging all stakeholders throughout the product development and management process.
  - ?Consistent coordination with cross-functional teams in the execution of all product-related activities.

- ?Developing detailed implementation plans and closely monitoring their execution.
- ?Ensuring that sales programs and call plans are consistently in place, with proper execution schedules monitored and adhered to by all team members.
- ?Reviewing and providing feedback on customer satisfaction surveys and addressing customer complaints promptly.

#### **Knowledge and Skills:**

- A comprehensive knowledge of Tanzanian Banking products and systems that support them, and a good understanding of other international products.
- A detailed understanding of product offerings in the wider financial services industry
- Detailed knowledge of financial services regulatory framework
- Detailed knowledge of consumer buying behavior, marketing techniques and evolving trends
- Understanding of customer segmentation theory and practice.
- A detailed understanding of industry, advisory, regulatory and professional bodies
- Understanding of legislation related to financial services and channel delivery
- Ability to construct reports, executive summaries and briefs
- Communication skills - both written and oral
- Business planning
- Strong analytical skills
- Strong computer skills
- Advanced computer skills- is a requirement
- Basic numerical skills for data Management & MI reporting
- Good interpersonal and networking skills
- Basic Technical understanding of the bank's products and services
- Team management skills
- Professional report writing skills

#### **Qualifications and Experience:**

- Bachelor's Degree in Banking, Business, Computer Science, Finance or related fields.
- A Master's degree is an added advantage
- At least 5 years of proven work experience in product management in a reputable bank or Financial Institution.

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### **3. JOB TITLE: Senior Analyst; Client Origination (1 Position(s))**

**Job Location :** Head Office

**Job Purpose:**

To evaluate counter-party credit risks associated with Wholesale Banking lending at the client interface, with the primary objective to contain credit risk within acceptable parameters. Also, He/she has the responsibility to develop and maintain close relationships with the broader lending, Structured Trade finance and co-financier community with a view to facilitating the syndication and co-financing of sovereign (public sector) and non-sovereign (private sector) borrowing customers and originate and execute syndication and co-financing transactions across Wholesale Banking customers.

**Main Responsibilities:**

**Strategic Focus**

- Provide direct (specialist/ professional) credit evaluation services at the customer interface and apprise client application timely within short Turn Around Time.
- Identify credit and risk management requirements at the source of the deal negotiation/ business proposal.
- Conduct credit evaluation interviews during deal negotiation to obtain sufficient and appropriate information to evaluate business risk and deal viability, from a credit risk perspective.
- Decline non-viable deals at source, however, work in partnership with Head, Wholesale Client Origination, Relationship Managers and clients to identify alternatives that could bring deals/ proposals within risk acceptable parameters relative to profitability.
- Support other team members in the department to develop high quality credit solutions to customers and recommend appropriate facilities in line with risk evaluation with the view of obtaining fast credit approval from credit decision makers.
- Present and defend own judgement and senior credit evaluations to clients in a manner that does not negatively affect the business relationship.
- Present and defend credit proposals to CREDCO and BCC to seek their support.

**Business Acumen and Market Understanding**

- Identify, quantify and evaluate sources of risk in relation to profitability of business proposal and financial viability of the corporation as a whole; interrogate/review information obtained to gain a thorough understanding of business parameters which create profit/ value as well as the associated risks.
- Utilize industry risk analysis available to identify and understand contextual threats to existing and potential clients.
- Evaluate whether proposals meet sound business criteria and counter-party credit risk falls within acceptable parameters, and recommends appropriate business credit facilities, including terms or conditions of facilities.

- Prepare credit applications providing sound financial and business justification for deals/ proposals within acceptable risk parameters relative to profitability.

### **Client Profitability and Risk Management**

- Proactively and timely processing of credit applications for existing facilities ensuring consistent, thorough and timely submission within the agreed Turn Around Time.
- Detect and evaluate shifts or changes in key parameters in a business relationship or industry and evaluate the implications of such changes on continued business dealings.
- Analyze information received from clients and the client's performance. Establish reasons for risk exposure in excess of credit facilities; evaluate these in relation to business risk parameters.
- Monitor utilization in excess or arrears of credit facilities and assist Relationship Managers in managing the risk exposure.
- Review the financials and non-financials of the customer and advise the Relationship Manager and customer on revision before processing the credit facility.
- Review the correctness of data and information obtained including financials & ROE calculations before sending to Credit.
- Full compliance with legal and regulatory requirements and internal limits.

### **Relationship Building & Service Delivery**

- Build relationships with Credit Originators and Relationship Managers to improve the quality of business proposals and turnaround time on credit evaluations.
- Share joint credit responsibility with business.
- Understand the implications of substandard delivery.
- Ensure full availability of the service to the wholesale team.
- Identify risks/ barriers to business development that emanate from a client's operating environment and develop strategies to mitigate/ overcome these challenges with the relevant members of the team and the Client.

### **Portfolio Monitoring**

- Responsible for reviewing financial information produced by customers.
- Monitor and Control quality of portfolio using 'Condition of Sanction' triggers where possible. Discuss with Sanctioners deteriorating trends and trigger events if they give cause for concern and advising the Relationship Manager simultaneously.
- Plan and implement annual credit reviews for the portfolio.
- Monitor daily referrals to ensure that clients' facilities are managed within the parameters set by credit exercising discretion regarding account conduct based on a close knowledge and understanding of client activities.

### **Knowledge and Skills:**

- Knowledge of the key areas in Wholesale Banking.
- Understanding of key financial indicators and usage of financial analysis to evaluate strategic options and opportunities.
- Robust credit knowledge
- Strong ability to influence, build and /or initiate effective relationships and credibility with others (colleagues, stakeholders and customers).

- Ability to identify, clarify/define and work through challenges towards a defined outcome
- Reflect high levels of accuracy and attention to detail.
- Ability to think in terms of integrated solutions; logical, rational and shows sound judgement.
- Excellent communication skills, both verbally and in writing with the ability to listen actively and with interest and interrogate and interpret information effectively.
- Ability to effectively and strategically influence across the organization.
- Advanced negotiation skills

**Qualifications and Experience:**

- Bachelor's degree in Accounting/Banking/Finance or related fields.
- Professional qualifications including ACCA/CPA and post graduate qualifications such as an MBA is an added advantage.
- At least 6 years' experience in Banking and/or Financial Services, 5 years being in Credit origination or evaluation.
- At least two (2) years of relevant experience in syndication, co-financing, corporate and public debts financing.
- Experience in project structuring, financial modeling, validation and in reviewing financial statements.
- Experience in leading team(s)

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**4. JOB TITLE: Senior Relationship Manager Restructuring (1 Position(s))**

**Job Location :** Head Office

**Job Purpose:**

To coordinate and control relationship of Special assets that require a high degree of attention to minimize risks, prevent losses and restore profit through rehabilitation, restructuring, turnaround and workout strategies.

**Main Responsibilities:**

- Manage relationship of stressed assets to ensure credit and other risks are properly identified, assessed and addressed.

- Formulate rehabilitation action plans and strategies for all downgraded accounts so as to minimize bank's risk.
- Maintain and preserve bank's income streams where turnaround can be achieved on a special asset.
- Establish partnerships with business units and the credit department leading to close collaboration and early identification of stressed assets.
- Provide professional business support aimed at resolving challenges faced by stressed clients.
- Management of impairment/provisions for non-performing loans.
- Manage all transactions associated with the normal operations of the accounts managed by the unit.
- Management of suspended interest and provisions.
- Lead, arrange and/or agree to participate in the formation of any creditors group for accounts managed by the unit.
- Support the department to coordinate and control implementation of the bank's recovery strategy for the account managed by the unit.
- On a case by case basis, manage the recovery process through realization of collaterals using appropriate legal means in order to maximize profitability.

#### **Knowledge and Skills:**

- Good understanding of the bank's loan products and its end-to-end credit process.
- Good knowledge of bank credit policies, procedures, and systems
- Good Credit Appraisal, Restructuring Skills and Customer Relationship Skills.
- High degree of communication, negotiation and inter-personal skills
- Time management and organization skills
- Attention to details.
- Strong skills in Performance Management and effective risk management and ability to promote strong risk management culture
- Coaching skills
- Good communication skills
- Standard computer skills

#### **Qualifications and Experience:**

- Bachelor's degree in Banking/Commerce (Accounting)/Economics/Finance or related fields of study from a recognized higher learning institution.
- CPA or ACCA certification is an added advantage.
- Banking experience of more than 5 years preferably in Special Asset Management/Business Support or Workout Unit in a Commercial Bank
- Experience in stressed asset management.

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