



# WE ARE HIRING

## Digital Channels QA and Reporting Officer

### REPORTING TO:

Asst. Manager – Digital Channels QA and Reporting

### LOCATION:

Dar es Salaam

### DEPARTMENT:

Information Technology, Digital and Banking  
Application Unit

### HOURS OF WORK

8am - 5pm Monday to Friday.  
Additional hours as required by workload.



Call 0800 780 111 or visit [www.eximbank.co.tz](http://www.eximbank.co.tz)



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## 1. PURPOSE OF JOB:

Responsible for the requirement verification, development, implementation, go-to marketing and management of Digital Banking products and services across the bank. Oversees alternate channels including consumer online banking, mobile banking, digital wallet, Agency Banking, and entire digital spectrum in terms of new development or enhancement of the existing product. Additionally, the demand to identify and assess opportunities to increase customer adoption drives greater market share and along with the business head.

## 2. PRINCIPLE ACCOUNTABILITIES:

- Support, Document and maintain workflows, processes, and procedures, coordinating with Digital Bank Product and Channel teams to ensure proper procedures for control points.
- Perform operation tasks, review and update of departmental procedures, processes, and workflow to produce high-quality, cost-effective delivery of digital banking operation.
- Responsible for digital banking product project management & development over electronic channels
- Ensure digital banking department operations are aligned with organizational and best implementation standards.
- Identifies and assesses opportunities to drive customer acquisition and retention; increases adoption in Digital Banking product/service/solution.
- Actively manages day-to-day vendor management responsibilities and assists in vendor/partner contract and pricing negotiations.
- Develop strong relationships with external vendors, business teams, and other upstream and downstream support teams.
- Work closely with a wide range of stakeholders including product owners, technology, compliance, and external vendors to construct and deliver quality services in digital channels.
- Conduct research on the best and evolving market practice to define the most efficient and customer-friendly UI throughout the entire customer journey. Interpret digital journey and engagement effectiveness, and identify learning, insights, and actions.
- Articulate the value of "Digital" and integrate into the business operating model from the perspective of sales revenue, cost savings, and customer experiences.
- Maintain an understanding of external competitive digital developments and their impact on our business and innovation strategy.



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### 3. QUALIFICATION AND SKILLS:

- Bachelor's degree, preferable in fields of information technology, computer science, business, banking and finance or other relevant academic backgrounds, preferably with a significant track record in managing digital channels Excellent technical skills, project management abilities,
- In depth knowledge and understanding of banking products and services, and ability to structure and deliver customized solutions which meet customer needs.
- At least 1+ year of relevant working experience in Digital space, MNO's, fintech role in Banking Operations, preferably in area of digital transformation.
- Able to work independently, organized, creative and attentive to details.
- Project Management and Change Management skills.

**Kindly use the provided link to submit your application.**

NB: Only shortlisted candidates will be contacted

Exim Bank (T) Ltd is an employer that provides equal opportunities and is dedicated to fostering a diverse workplace and attaining a gender-balanced team. We highly encourage women and individuals with disabilities to submit their applications for this position.

Application deadline: **28<sup>th</sup> Feb 2025.**



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