Job Title:	Manager, IT Corporate Support	Reports to:	Head IT, Corporate Banking
Department:	IT	Division:	Tech & Ops
Grade:	Band 5	Date:	November 2024
Job holder:	Vacant	Supervisor:	Duncan Makori
Signature:		Signature:	

Job Purpose Statement
The role is responsible for identifying, analyzing, and resolving recurring issues in IT Corporate systems and services to prevent future incidents and improve overall operational stability. This role requires proactive collaboration with cross-functional teams to investigate root causes, implement solutions, and develop preventive measures. The role holder works closely with the Enterprise Projects Management team and the IT team to fulfil internal customer requirements related to strategic projects, initiatives and high impact change requests that leverage technology.

Key Accountabilities (Duties and Responsibilities)		
Perspective	**% Weighting** *(to add up to 100%)*	**Output**
Financial	10%	▪ Monitors the IT budget related to high impact change requests and supports decisions that ensure the IT department meets or exceeds financial efficiencies. ▪ Evaluate and recommend technology investments to enhance productivity and reduce costs.
Corporate Banking IT initiatives execution and Problem Management	30%	▪ Develop, implement, and maintain the Problem Management process in alignment with ITIL best practices. ▪ Ensure that problems are logged, categorized, and tracked in a centralized system ▪ Define and document policies, workflows, and metrics for problem identification, investigation, and resolution. ▪ Monitor the effectiveness of the Problem Management process and drive continuous improvements. ▪ Conduct in-depth root cause analyses for critical and recurring IT incidents.

		▪ Lead cross-functional problem-solving efforts to resolve complex issues. ▪ Facilitate discussions with technical teams to identify systemic issues and recommend long-term solutions. ▪ Document findings and ensure that lessons learned are effectively communicated and implemented. ▪ Collaborate with technical teams to design and implement preventive actions to mitigate potential risks. ▪ Track and monitor the effectiveness of corrective and preventive actions
Reporting and Metrics	20%	▪ Develop and maintain problem management KPIs ▪ Generate and present detailed reports to stakeholders on problem trends, root causes, and progress. ▪ Provide regular updates to management on problem management activities and results
Strategic Planning and Process Improvement	20%	▪ Identify opportunities for system and process enhancements to improve efficiency and service delivery. ▪ Collaborate with leadership to align IT strategies with business goals and anticipate future technology needs. ▪ Develop and maintain operational metrics and reporting to evaluate the effectiveness of IT support services.
Internal business processes	20%	▪ 100% adherence to policies, procedures and statutory guidelines. ▪ Ensure adherence to security protocols, data privacy policies, and compliance requirements. ▪ Collaborate with the cybersecurity team to address vulnerabilities and implement preventive measures. ▪ Audit, Compliance and Risk Rating = Satisfactory. ▪ Audit issues closed within the quarter of identification, or within the agreed time frames, whichever is shorter. ▪ Nil repeat findings. ▪ Policy and procedure knowledge –rating of Reading 100%; Test 90%. These are the minimum scores required to confirm (1) All assigned policies are 'Read'; (2) Assigned policy or procedures tests are undertaken and the lowest acceptable score is 90%.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	NA
Indirect Reports	Analysts, Trainees

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.
Internal All departments **External** Partners such as MNOs, Fintechs, Strategic Business Partners

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.*
▪ Operational decision making.

Work cycle and impact: time horizon and nature of impact (Planning) *(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)*
▪ Continuous research and testing to assure effectiveness of IT system project tools ▪ Promote knowledge and awareness to all relevant stakeholders

Ideal Job Specifications

Academic:
    ▪ Bachelor's degree in Computer Science or any other related technology field
 	
Professional:
    ▪ IT and Projects certification from recognized institutions
    ▪ Strong understanding of ITIL frameworks, with a focus on Problem Management.
 	
Desired work experience:
    ▪ 3+ years of experience in IT Problem Management or a related role.
    ▪ Familiarity with root cause analysis techniques
    ▪ Knowledge of infrastructure, applications, and IT operations

Manager, IT Corporate Support

NCBA Values
• Driven - We are **passionate**, make **bold decisions** and **learn** from our failures. We seek **new challenges** and appreciate **different views** constantly raising the bar. We explore our **full potential**.   • Open - Our interactions are **candid, honest** and **transparent**. We **listen** to each other and our clients. We are **inclusive** and always **respect** each other.   • Responsive – We put our **customer's interests** at the heart of all that we do. We are **proactive, act quickl**y and **resolutely** to deliver results. We keep it **simple** and seek new ways to **improve**.   • Trusted - As a **trusted partner** we do what is morally right always. We keep our **word**. We are accountable and **believe** in each other.

Ideal Job competencies

Technical Competencies
▪ Excellent analytical and problem-solving skills to investigate and resolve complex issues   ▪ Strong organizational and time-management abilities to handle multiple tasks effectively.   ▪ Ability to lead and facilitate cross-functional meetings and workshops.   ▪ Experience with data analysis and trend identification to anticipate and mitigate potential issues.   ▪ Has a successful track record for delivering technology-enabled projects and initiatives, including "hands-on" management of delivery work   ▪ Has portfolio management experience and is able to think strategically and align initiatives with business strategy   ▪ Has a strong technology background with sufficient knowledge and experience in identifying technology solutions for business problems. Also, have the knowledge to identify when a technology fix may not be the best option

Behavioural Competencies
▪ **Communication Skills:** As a departmental leader he must be able to convey important messages and information down the line in order to ensure proper exception of duties by junior personnel. He/she should be able to draft various reports and presentations that will be used by senior management and executives for decision making and strategy development.   ▪ **Interpersonal Skills:** A suitable candidate for this position will be a team-builder, be result-oriented, be proactive and self-driven requiring minimal supervision, be open and welcoming to change, be a creative and strategic thinker, have innovative problem-solving skills, be highly organized, have an ability to handle multiple simultaneous tasks prioritize and meet tight deadlines, and demonstrate calmness in times of uncertainty and stress.   ▪ **People Skills:** be a people person who is able to form strong, lasting, and meaningful bonds with others people.