

NCBA Bank

Job Title:	APIOPS ANALYST	Reports to:	Manager, DevOps
Unit:	Information Technology	Department:	Technology and Operations
Grade:	Band 2	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
<p>This is a technical role responsible for defining, deployment and monitoring of APIs using standards adopted by the bank.</p> <p>The holder of the role needs to understand- the business capabilities of API's, which clients applications needs to access and why.</p> <p>The position also requires working collaboratively across functional units to identify gaps in the current eco-system and processes.</p> <p>Evaluate API performance, identify potential bottlenecks, develop solutions, and implement them with the help of developers.</p> <p>This role holder is also responsible for the testing, evaluating functional and non-functional, requirements for new and existing software.</p> <p>This is a role that requires good interpersonal skills, the ability to work as part of an agile team to ensure that quality is driven into the heart of the development process from requirements definition through to delivery and deployment.</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
API OPS	40%	Design, Develop and Continuously improve API Integration platforms. API documentation, with detailed request, responses and error handling

API Documentation	10%	Contribute to the creation and maintenance of API documentation, including API description, request, response and error messages
Support and Problem Management	10%	Provide timely and effective technical support to clients, vendors and internal teams integrating with the API's
Governance	10%	Adherence to internal policies and procedures for the development and management of NCBA application development process along ITIL and other best practice standards. Support, maintain and audit existing service lifecycle artefacts, to agreed SLAs.
Stakeholder Management	10%	Effective management of relationships and protocols with other technical platform owners and internal business owners
Continuous Improvement	20%	Advise internal customers on technology improvements that will ensure realization and maximization of business objectives

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	Consultants from Technology Vendors

Ideal Job Specifications

- A Bachelor's degree in Computer Science, Information Technology or related field.
- Minimum 2 years' experience in IT systems development within a highly digitized organization working with API's and providing technical support.
- Strong understanding of REST API's, SOAP, JSON, Authentication and Authorization and other relevant API technologies and protocols

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal <ul style="list-style-type: none"> • All the Digital Bank Heads of Departments • Various line managers from the different Digital Bank teams • Other IT Heads and Managers 	External <ul style="list-style-type: none"> • Vendors / Partners • Private Companies / Bank Customers • Public Organizations • Regulators
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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.

Strategic – Technical Architecture, Design, Development, Governance, Security, Optimization etc
Operational – Change Management etc

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)

Short-Term Planning – 1-3 months

Ideal Job Specifications

- Experience in Core Banking Software Design and Development preferably T24 will be an added advantage.
- Proficiency in at least one programming language e.g. Python, Java, C#, JS
- Good analytical and problem-solving skills
- A good knowledge of the systems and processes within Financial Services industry
- Issue/bug tracking tools e.g. TestRail, JIRA
- Use of continuous integration tools e.g. Gitlab CI/Jenkins
- Familiarity with API testing tools and Test Automation

Catapult Bank Core Value Behaviours (Performance Drivers)

Driven. Describes people who are decisive, bold, and passionate, aiming to deliver to the highest standards of expectations with ease. We seek new challenges and appreciate different views constantly raising the bar and exploring full potential.

Open. Describes people who are inclusive, listening to each other and our customers. We always respect each other and hold candid interactions with honesty and transparency.

Responsive. Describes people who are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do. We keep it simple and seek new ways to innovate.

Trusted. Describes people who value teamwork, have high standards of integrity. We keep our word and are accountable and believe in each other. Seek to be a trusted partner, always doing what is morally right.

Technical Competencies

Key Responsibilities

- Understanding customer requirements and project KPIs
- Implementing various API deployment, testing, automation tools, and IT infrastructure
- Managing stakeholders and external interfaces
- Defining and setting development, test, release, update, and support processes for AIOps operation
- Have the technical skill to review, verify, and validate the software code developed in the project.
- Troubleshooting techniques and advising on fixing the code bugs
- Monitoring the processes during the entire lifecycle for its adherence and updating or creating new processes for improvement and minimizing the wastage
- Encouraging and building automated processes wherever possible
- Identifying and deploying security measures by implementing API security.
- Incidence management and root cause analysis
- Coordination and communication within the team and with customers
- Managing periodic reporting on the progress to the line manager

Behavioural Competencies

Excellent Interpersonal Skills

- The candidate relates easily and naturally with executives, business managers, technical teams and customers. Has excellent listening skills and understands the desires and challenges of all our leaders and customers.

Commercial Acumen

- The ideal candidate has broad knowledge of business, and has an interest in market trends.
- With this knowledge, the candidate has researched and possessed an intricate knowledge of our business: it's vision, mission, strategy, values and how it operates. They easily see how our business model compares with *trending local & world-wide* consumer demands.

Excellent Leadership & Communication Skills

- The ideal candidate can clearly communicate and share the test automation matters with executives, business leaders, and stakeholders across the organization - in a manner that leaves them all touched, moved and inspired.
- Ability to rally the organizations technology team around the architecture framework.

Innovative & Adaptable

- The ideal candidate is passionate about innovation.
- Loves technology and possess both a deep and broad understanding of the technology market and cutting-edge technology trends.
- Continuously listening to our stakeholder's feedback, and coming up with new architectures and enhancing existing ones to leverage these *cutting-edge technologies*.

Self-Driven & Results Oriented

- Self-motivated and self-managing.
- Their work has had a material impact in attracting new customers, delighting existing customers, increasing our market share and enhancing our organizations efficiency and profits.
- Delivery model is organized around delighting our customers, increasing our profitability, and increasing the businesses efficiency.

Others

- Knowledge and experience in modern practices for Software testing in medium to large banks to provide guidance on quality improvements and strategic changes
- Technical skills to effectively perform or guide performance of Application design and operations activities/tasks in a manner that consistently produce high quality of service.

- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.

- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.