

## NCBA Bank

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|--------------------|------------------------|--------------------|---------------------------|
| <b>Job Title:</b>  | DevOps Engineer        | <b>Reports to:</b> | Manager, DevOps           |
| <b>Unit:</b>       | Information Technology | <b>Department:</b> | Technology and Operations |
| <b>Grade:</b>      | Band 2                 | <b>Date:</b>       |                           |
| <b>Job holder:</b> |                        | <b>Supervisor:</b> |                           |
| <b>Signature:</b>  |                        | <b>Signature:</b>  |                           |

### Job Purpose Statement

Responsible for defining and implementing the build, deployment and monitoring of APIs using standards adopted by the bank. Working as part of Agile development teams to deliver an end-to-end automation of deployment, monitoring, and infrastructure management in a cloud environment as well as on premise.

Build and configure delivery environments supporting CD/CI tools using an Agile delivery methodology; Create scripts and/or templates to automate infrastructure provisioning and management tasks.

Working closely with the development team to create an automated continuous integration (CI) and continuous delivery (CD) pipelines.

Work together with vendors and other IT personnel for problem resolution;

Develop custom scripts to increase system efficiency and lower the human intervention time on any tasks as well as contribute to the design of information and operational support systems.

Evaluate application performance, identify potential bottlenecks, develop solutions, and implement them with the help of developers.

This is a technical role that is responsible for the testing, evaluating functional and non-functional, requirements for new and existing software.

The role holder will be responsible for developing and executing exploratory and automated tests to ensure product quality. The working experience in Testing Development and hand-on Software Development Lifecycle and Software Testing Lifecycle experience.

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.

### Key Accountabilities (Duties and Responsibilities)

| <b>Perspective</b> | <b>% Weighting</b><br><i>(to add up to 100%)</i> | <b>Output</b>                                      |
|--------------------|--------------------------------------------------|----------------------------------------------------|
| <b>DevSecOps</b>   | <b>40%</b>                                       | Implement DevOPS processes and pipelines for CI/CD |

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| <b>Software QA Processes</b>  | 10% | The design/analysis, development, delivery and ongoing improvement of all Systems QA processes.                                                                                                                                                                 |
| <b>Software Testing</b>       | 10% | Apply knowledge and experience, showing deep understanding of automated Software Testing Standards to assist business and product teams develop products that solve business needs                                                                              |
| <b>Governance</b>             | 10% | Adherence to internal policies and procedures for the development and management of NCBA application development process along ITIL and other best practice standards.<br><br>Support, maintain and audit existing service lifecycle artefacts, to agreed SLAs. |
| <b>Stakeholder Management</b> | 10% | Effective management of relationships and protocols with other technical platform owners and internal business owners                                                                                                                                           |
| <b>Continuous Improvement</b> | 20% | Advise internal customers on technology improvements that will ensure realization and maximization of business objectives                                                                                                                                       |

## Job Dimensions

| <b>Reporting Relationships: jobs that report to this position directly and indirectly</b> |                                     |
|-------------------------------------------------------------------------------------------|-------------------------------------|
| Direct Reports                                                                            | None                                |
| Indirect Reports                                                                          | Consultants from Technology Vendors |

| <b>Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.</b>                                                                                 |                                                                                                                                                                                    |
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| <b>Internal</b> <ul style="list-style-type: none"> <li>All the Digital Bank Heads of Departments</li> <li>Various line managers from the different Digital Bank teams</li> <li>Other IT Heads and Managers</li> </ul> | <b>External</b> <ul style="list-style-type: none"> <li>Vendors / Partners</li> <li>Private Companies / Bank Customers</li> <li>Public Organizations</li> <li>Regulators</li> </ul> |

| <b>Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make</b> <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i> |
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| Strategic – Technical Architecture, Design, Development, Governance, Security, Optimization etc<br>Operational – Change Management etc                                                                                                                                 |

| <b>Work cycle and impact: time horizon and nature of impact (Planning)</b><br><i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)</i> |
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| Short-Term Planning – 1-3 months                                                                                                                                                                   |

| <b>Ideal Job Specifications</b>                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>A Bachelor's degree in Computer Science, Information Technology or related field. A Master's degree in Technology or Business-related course is an added advantage</li> </ul> |

### Ideal Job Specifications

- Minimum 2 years' experience in IT systems development within a large highly digitized organization designing, implementing and managing mission critical systems, with at least 2 of those years within software testing
- Experience in Core Banking Software Design and Development preferably T24 will be an added advantage.
- Hands on experience in DevOps is required.
- Experience in writing, executing and monitoring automated test suites using a variety of technologies such as Cucumber, Concordion, Selenium, Appium, Robotium, SoapUI, Jmeter
- Certification and experience implementing best practice frameworks e.g. ITIL, PRINCE2
- Hands on experience in software development with major languages Java, Kotlin, C++, C# and practical experience using relation RDBMS e.g. Oracle and MS SQL etc.
- Strong understanding of SOA lifecycle, Integration patterns and standard methodologies.
- Knowledge of Linux/Unix commands and SQL will be required.
- Understanding of industry standard formats and protocols (JMS, SOAP, XML/XPath/XQuery, REST and JSON)
- 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
- Testing 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 challenged 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 trusted partner, always doing what is morally right

| Technical Competencies |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Key Responsibilities   | <ul style="list-style-type: none"> <li>• Understanding customer requirements and project KPIs</li> <li>• Implementing various development, testing, automation tools, and IT infrastructure</li> <li>• Managing stakeholders and external interfaces</li> <li>• Setting up DevOps tools and required infrastructure</li> <li>• Defining and setting development, test, release, update, and support processes for DevOps operation</li> <li>• Have the technical skill to review, verify, and validate the software code developed in the project.</li> <li>• Troubleshooting techniques and fixing the code bugs</li> <li>• Monitoring the processes during the entire lifecycle for its adherence and updating or creating new processes for improvement and minimizing the wastage</li> <li>• Encouraging and building automated processes wherever possible</li> <li>• Identifying and deploying cybersecurity measures by continuously performing vulnerability assessment and risk management</li> <li>• Incidence management and root cause analysis</li> <li>• Coordination and communication within the team and with customers</li> <li>• Selecting and deploying appropriate CI/CD tools</li> <li>• Strive for continuous improvement and build continuous integration, continuous development, and constant deployment pipeline (CI/CD Pipeline)</li> <li>• Managing periodic reporting on the progress to the line manager</li> </ul> |

## Behavioural Competencies

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|  | <p><b>Excellent Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Commercial Acumen</b></p> <ul style="list-style-type: none"> <li>The ideal candidate has broad knowledge of business, and has an interest in market trends.</li> <li>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 <i>trending local &amp; world-wide</i> consumer demands.</li> </ul> <p><b>Excellent Leadership &amp; Communication Skills</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Ability to rally the organizations technology team around the architecture framework.</li> </ul> <p><b>Innovative &amp; Adaptable</b></p> <ul style="list-style-type: none"> <li>The ideal candidate is passionate about innovation.</li> <li>Loves technology and possess both a deep and broad understanding of the technology market and cutting-edge technology trends.</li> <li>Continuously listening to our stakeholder's feedback, and coming up with new architectures and enhancing existing ones to leverage these <i>cutting-edge technologies</i>.</li> </ul> <p><b>Self-Driven &amp; Results Oriented</b></p> <ul style="list-style-type: none"> <li>Self-motivated and self-managing.</li> <li>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.</li> <li>Delivery model is organized around delighting our customers, increasing our profitability, and increasing the businesses efficiency.</li> </ul> <p><b>Others</b></p> <ul style="list-style-type: none"> <li>Knowledge and experience in modern practices for Software testing in medium to large banks to provide guidance on quality improvements and strategic changes</li> <li>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.</li> <li>Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.</li> <li>Self-empowerment to enable development of open communication,</li> </ul> |
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|  | teamwork and trust that are needed to support performance and customer-service oriented culture. |
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Manager's Name : .....

Signature:.....

Employee Name:...

Signature:.....