

NCBA Bank

Job Title:	Channel Application Developer	Reports to:	Senior Manager, C# Development
Unit:	Information Technology	Department:	Technology and Operations
Grade:	Band 4	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

This is a technical role that is responsible for the analysis, design, development and management (3rd Level technical support) of the bank's channels and other applications (Mobile APP/USSD and associated web applications, card, Internet banking and peripheral applications) with all its integration points to the Core Banking System, Bank Channels, Partners and other Third-Party systems. The role delivers business strategy by providing a stable and customer friendly user interface.

The role requires prototyping skills, excellent interpersonal skills, the ability to work as part of an agile team, to manage competing priorities, design solutions as part of a larger roadmap and to be hands on in supporting implemented technologies as well as new technologies.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Systems Development	60%	<ul style="list-style-type: none"> Developing and maintaining App and Web solutions for the organization using the C#, Java, Swift, Flutter, NodeJs. Knowledgeable in cloud technologies. Debugging and maintaining written code. Reporting and resolving reported issues/problems. Identifying and handling technical risks and issues. Working in a project team alongside other developers. Providing technical support to stakeholders in the organization. Reporting on project statuses and developments to senior team members. Participating in project meetings with management and other team members. Excellent problem-solving and analytical skills. Lead the design, development, and deployment of software solutions.

		<p>Ensure adherence to coding standards, architectural principles, design patterns and best practices in software engineering.</p> <p>Implement scalable, maintainable, and high-performance software systems.</p> <p>Evaluate new tools and technologies to improve development processes.</p> <p>Monitor and improve software performance and security including Component and SIT testing.</p>
Project Management	10%	<p>Collaborate with stakeholders to define project scope, technical requirements, and timelines.</p> <p>Ensure delivery of software projects within deadlines while maintaining quality standards.</p> <p>Conduct regular code reviews and ensure compliance with project specifications.</p> <p>Document technical designs, user guides, and operational procedures.</p>
Support and Problem Management	10%	<p>Track Solutions performance metrics and work to improve the stability, scalability, and availability of the APIs.</p> <p>Provide 3rd Level support for escalated issues from the IT Operations and IT Applications Teams.</p> <p>Support, maintain and audit existing service lifecycle artefacts, to agreed SLAs</p>
Process and Policies	5%	<p>Adherence to internal policies and procedures for the development and management of NCBA Software Platforms and repositories along ITIL and other best practice standards</p>
Governance	5%	<p>Adherence to internal policies and procedures for the management of Software Applications along ITIL and other best practices.</p> <p>Review and resolve any audit issues and provide fixes within expected timelines.</p>
Stakeholder Management	10%	<p>Advise internal customers on technology improvements that will ensure realization and maximization of business objectives</p> <p>Participate in requirement definition to ensure detailed scoping of changes and shared understanding of the impact of requested change.</p>

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	N/A
Indirect Reports	Consultants from Development Partners

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal Other IT Heads and Managers Cash Managers	External System Vendors Development 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.
Strategic – Contributors to Technical Architecture, Design, Development, Governance, Security, Optimization etc Operational – Problem 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 – 2 Weeks Long-Term Planning – 3 months

Ideal Job Specifications
<ul style="list-style-type: none"> • A bachelor's degree in computer science, information technology or related field. • A minimum of 3 years of experience as a full stack developer. • Knowledgeable in C#, Flutter, Swift, Kotlin, NodeJs and Java Programming languages. • Knowledge of database management systems ORACLE, MSSQL, Postgress, • Experience working with GIT and other DevOps tools. • Ability to write clean, easy to understand code. • Outstanding analytical and problem-solving capabilities. • Excellent written and verbal communication skills. • Sound understanding of coding and development processes. • Experience with working in an agile environment. • Ability to work independently and collaboratively in a fast-paced environment with minimal supervision. • Certification and experience implementing best practice frameworks e.g. ITIL, PRINCE2 • Understanding of software development lifecycle, Integration patterns and standard methodologies.

Ideal Job Specifications

- Experience in creating technical designs, deployment related artefacts.
- Deep understanding of industry standard formats and protocols (JMS, SOAP, XML/XPath/XQuery, REST and JSON)
- 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

Behavioural Competencies	
	<ul style="list-style-type: none"> • Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance. • Self-empowerment to enable development of open communication, teamwork and trust that is needed to support true performance and customer-service oriented culture. • Team player and able to work with minimum supervision • Ability to adapt to changes in systems and procedures • Planning and organizing to effectively structure work assignments for timely delivery on system analysis assignments. • Quality Orientation to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks.
Technical Competencies	
	<ul style="list-style-type: none"> • Design and Develop, and continuously improve, the Bank's software solutions. • Enforce internal policies and procedures for the management of Software Applications along ITIL and other best practices. • Provide expert guidance on 3rd level escalations on the bank's software solutions to the team's running the IT platforms on a day to day basis • Apply knowledge of key technologies/concepts/platforms like • Effective management of relationships and protocols with 3rd party partners involved in service delivery. • Provide general technical advice and guidance to users and stakeholders regarding Software Applications developed in house. • Make efficient use of source control and bug tracking systems • Ensure that all the assigned bank information technology platforms keep pace with technological innovations and developments as a way of protecting investment in technology. • Provide input into the development and maintenance of Business Continuity Plan and Data Security Plan for the Integration Platforms in order to guarantee continuation of services at all times. • Knowledge Transfer on Integration Platforms to the IT Operations and IT Applications Teams as required • Unit-test code for robustness, including edge cases, usability and general reliability • Monitor and manage service user complaints to ensure maintenance of the highest standards of service.