

## NCBA Bank

<b>Job Title:</b>	Technical Assurance Specialist	<b>Reports to:</b>	Senior Manager, Technical Assurance
<b>Unit:</b>	Information Technology	<b>Department:</b>	Technology and Operations
<b>Grade:</b>	Band 4	<b>Date:</b>	
<b>Job holder:</b>		<b>Supervisor:</b>	
<b>Signature:</b>		<b>Signature:</b>	

Job Purpose Statement
<p>The Technical Assurance Analyst is responsible for ensuring that in-house developed or customized software implementations and system enhancements meet the expected quality, performance, and scalability standards when delivered to customers.</p> <p>This role focuses on evaluating deployment architecture, software efficiency, system design, performance, and scalability for all system changes.</p> <p>The role holder will work closely with the enterprise architecture team to assess the technical implications of technology changes and ensure alignment with architectural standards.</p> <p>The position requires experience in performance testing, software development life cycle (SDLC), and automated testing tools to support strategic architectural goals and provide assurance on software quality attributes.</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
<b>System Integration and Performance Testing</b>	<b>40%</b>	Develop, execute, and monitor System Integration Testing (SIT) and performance testing strategies to validate software interoperability, performance, and scalability across hybrid environments (on-premises and cloud). Use tools like JMeter, LoadRunner, SoapUI, <b>and</b> Postman to conduct stress, load, regression, and scalability testing. Analyse test results to identify performance bottlenecks and integration issues, and provide recommendations to optimize system performance. Identify integration risks early in the SDLC in conjunction with architects
<b>Technical Assurance Processes</b>	<b>35%</b>	Evaluate software changes to ensure performance, scalability, and reliability across both on-premises and cloud environments. Collaborate with enterprise architects to align with architectural standards and optimize cloud-native architectures by monitoring performance metrics and adjusting resource configurations. Provide input on technical trade-offs and integration risks.

**Template 1**

<b>Continuous Improvement</b>	<b>10%</b>	Identify and drive opportunities to improve software performance and scalability. Advise on technology enhancements, including cloud optimization strategies, that maximize business objectives. Promote performance engineering best practices and continuous improvement initiatives.
<b>Stakeholder Management</b>	<b>10%</b>	Manage relationships with internal stakeholders, technical platform owners, and external vendors. Facilitate communication to ensure alignment with business goals, architectural standards, and cloud adoption strategies.
<b>Governance and Compliance</b>	<b>5%</b>	Enforce policies and procedures for software development and deployment, aligned with ITIL, ISO 27001, TOGAF, and other standards. Monitor compliance with architectural guidelines, including cloud-specific regulations (e.g., GDPR, PCI-DSS). Ensure consistent governance across on-premises and cloud environments.

**Job Dimensions**

<b>Reporting Relationships: jobs that report to this position directly and indirectly</b>	
Direct Reports	N/A
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>	
<p>Internal</p> <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>	<p>External</p> <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>
<p>Strategic – Technical Architecture, Design, Development, Governance, Security, Optimization etc</p> <p>Operational – Change Management etc</p>

## Template 1

### Work cycle and impact: time horizon and nature of impact (Planning)

(e.g., Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)

- **Long Term Planning:** 1-3 months -Technical assurance frameworks, system integration strategies, and performance optimization planning aligned with architectural standards
- **Short Term Planning:** 2 Weeks - 1 month - System testing execution, performance analysis, stakeholder communication and change management activities

### Ideal Job Specifications

#### Academic:

- Bachelor's degree in Computer Science, Information Technology, or a related field.

#### Desired Work Experience:

- Minimum 3 years of hands-on experience in IT systems development or solution architecture within a highly digitized organization.
- Hands-on experience in performance testing and software development, with at least 3 years of practical experience using tools such as JMeter, LoadRunner, Selenium, and integrating with continuous deployment pipelines.
- Practical experience with API testing tools like SoapUI and Postman for validating and verifying web services.
- Experience in software development using languages like Java, Kotlin, C++, C# and database management (e.g., Oracle, MS SQL).
- Strong understanding of the **SDLC**, integration patterns, and methodologies for performance optimization.
- Experience in non-functional testing, including load, stress, and scalability testing.
- Familiarity with continuous integration tools (e.g., GitLab CI, Jenkins) and bug-tracking tools (e.g., TestRail, JIRA).
- Knowledge of systems and processes within the Financial Services industry.

#### Required Tools and Technologies:

- Practical experience with performance testing tools (e.g., JMeter, LoadRunner).
- Practical experience with API testing tools (e.g., SoapUI, Postman) for functional testing of web services.
- Practical experience with continuous integration tools (e.g., Azure DevOps, GitLab CI, Jenkins) and bug-tracking tools (e.g., TestRail, JIRA).
- Knowledge of cloud platforms (e.g., Azure, AWS) and monitoring tools (e.g., Grafana, Prometheus)

## Template 1

NCBA Bank Core Value Behaviours (Performance Drivers)
<p><b>Driven.</b> 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 our full potential.</p> <p><b>Open.</b> 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.</p> <p><b>Responsive.</b> Describes proactive people who 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</p> <p><b>Trusted.</b> Describes people who value teamwork and have high standards of integrity. We keep our word, are accountable, and believe in each other. Seek to be a trusted partner, always doing what is morally right.</p>

Technical Competencies	
<ul style="list-style-type: none"> <li>• <b>Key Responsibilities</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Execute Technical Assurance Activities:</b> Implement processes to evaluate the performance, scalability, and reliability of software changes across on-premises and cloud environments. Collaborate with architects to ensure alignment with architectural standards and provide input on technical decisions.</li> <li>• <b>Performance Testing and Optimization:</b> Develop and execute performance tests using tools like <b>SoapUI, Postman, JMeter, and LoadRunner</b>. Analyze test results, identify bottlenecks, and recommend optimizations to enhance system performance in hybrid environments.</li> <li>• <b>Evaluate Software Changes:</b> Assess the impact of software changes on system performance and scalability. Provide actionable recommendations to development teams for optimizing software, particularly for hybrid and cloud-native deployments.</li> <li>• <b>Enhance Assurance Frameworks:</b> Apply and refine assurance frameworks to address performance challenges in hybrid environments, ensuring they align with organizational standards and best practices.</li> <li>• <b>Monitor and Mitigate Performance Risks:</b> Regularly evaluate systems for potential performance risks and implement strategies to mitigate them, maintaining consistency across both on-premises and cloud environments.</li> <li>• <b>Drive Continuous Improvement:</b> Identify opportunities to improve assurance processes, tools, and methodologies. Support initiatives to enhance software performance and adopt innovative practices.</li> <li>• <b>Collaborate with DevOps on Best Practices:</b> Partner with the DevOps team to ensure that code and deployment practices align with performance objectives. Provide input on optimizing configurations, deployment scripts, and automation processes to support system reliability and compliance with quality standards.</li> </ul>

## Template 1

Technical Competencies	
	<ul style="list-style-type: none"><li>• <b>Support Development Teams:</b> Work with development teams to guide performance optimization and testing strategies, ensuring they align with project goals and architectural standards.</li><li>• <b>Document and Communicate Findings:</b> Prepare reports on assurance activities, test results, and performance insights. Share key findings with stakeholders to facilitate informed decision-making.</li><li>• <b>Cloud and Hybrid Environment Testing:</b> Practical experience in testing hybrid applications</li><li>• <b>Continuous Integration/Continuous Deployment:</b> Proficiency in integrating performant and integration tests in CI/CD pipelines. Experience with Azure DevOps</li></ul>

Behavioural Competencies	
	<ul style="list-style-type: none"><li>• <b>Analytical Thinking and Problem Solving:</b> Demonstrates strong analytical skills to assess complex technologies, identify performance issues, and propose effective solutions. Quickly grasps new technical concepts and applies critical thinking to optimize system performance.</li><li>• <b>Attention to Detail:</b> Maintains a high level of accuracy and thoroughness in executing assurance activities, analyzing test results, and preparing documentation. Ensures all work aligns with quality standards and architectural guidelines.</li><li>• <b>Collaboration and Teamwork:</b> Works effectively with cross-functional teams, including DevOps and enterprise architecture, to achieve common goals. Communicates clearly and respectfully, fostering a cooperative work environment and building strong relationships with stakeholders.</li><li>• <b>Adaptability and Flexibility:</b> Adapts to changing priorities and requirements in a fast-paced environment. Demonstrates the ability to manage multiple tasks effectively while maintaining a focus on performance objectives and quality standards.</li><li>• <b>Continuous Learning and Innovation:</b> Shows a commitment to continuous improvement by staying updated on the latest performance engineering practices, tools, and technologies. Seeks opportunities to innovate and enhance assurance processes to drive better performance outcomes.</li><li>• <b>Proactive Communication:</b> Clearly communicates findings, recommendations, and insights to stakeholders in a timely manner. Actively participates in discussions and provides valuable input to support informed decision-making.</li><li>• <b>Customer Focus:</b> Understands internal customer needs and expectations, providing insights and recommendations that enhance software performance and reliability. Ensures technical assurance activities are aligned with business goals and objectives.</li><li>• <b>Resilience and Results Orientation:</b> Demonstrates persistence and determination to achieve high-quality results, even in challenging situations.</li></ul>