



Job Title	Specialist, POS Integration Engineer	Reports To:	Senior Manager, Integrations & Microservices
Department	Technology	Division	Digital Business
Grade	Band 5	Date	

JOB PURPOSE STATEMENT

The role holder will be responsible for all development and maintenance of software integrations done by the digital business. This is a planning and development role whose focus is the analysis, design, development, and management (technical support) of the division's integrations and API Strategy. The role leads the team that does integrations and API management.

KEY RESPONSIBILITIES & PERCENTAGE (%) TIME SPENT

- **Systems Analysis, Design and Development of NCBA Digital Business Integrations:** Responsible for the Design and Development of NCBA Integrations in accordance with Business Requirements. Champions the NCBA Digital Business API strategy for increasing market share. (30%)
- **Expert Advice on Integrations and Owner of NCBA Digital Business Code Intellectual Property:** The incumbent will be the in-house expert on Integrations best practice. He / She will oversee code reviews (internal, and where necessary externally produced code) and in charge of maintaining the NCBA Code Repositories. (25%)
- **Group IT Architecture:** Will contribute to the definition of the NCBA Digital Business IT Architecture and own the areas that specifically cover NCBA Internal Applications. The incumbent will be responsible for the refinement of the Architecture to ensure Application Development work carried out adheres to, and advances the GITA (25%)
- **Second Level Support and Problem Management:** The role is responsible for proactively identifying commonly escalated Application issues and then researching, troubleshooting and providing more enduring solutions to these persistent issues for Internal Applications. The incumbent will lead the team responsible for 2nd Level Support on Internal Applications (20%)

MAIN ACTIVITIES

- Design and develop, and continuously improve, of the Bank's Internal Middleware applications
- Provide expert guidance on 2nd level escalations on the bank's Internal Software Applications to the team's running the applications on a day-to-day basis
- Ensure that all the assigned bank integration platforms keep pace with technological innovations and developments as a way of protecting investment in technology.
- Evaluate, plan, implement and maintain the assigned work packages in IT Projects within agreed time and budget constraints.
- Provide input into the development and maintenance of Business Continuity Plan and Data Security Plan for the Internal Software Applications in order to guarantee continuation of services at all times. Ensure the systems he/she is responsible for adhere to the NCBA BCP and Data Security Plan



- Carry out code reviews on internally developed applications and where contracted, for externally developed code
- Maintain and ensure the consistency and back up of the NCBA Code Repository, in line with the BCP plan
- Knowledge Transfer on Internal Software Applications to the IT Operations and IT Applications Teams to allow for smooth day to day IT systems operations
- Provide expert input (on bespoke software applications) in the development and continuous improvement of the NCBA GITA

Decision Making Authority /Mandates/Constraints: What decision/s is the position holder empowered to make based on the key result areas of the position?

- Approval for all Systems Development Projects
- Technical Decisions required by contracted software developers
- Improvements on Internal Software Applications

Planning: What planning responsibilities are applicable to this role? Indicate what the planning entails

Type of Planning	Duration of Planning
Long Term Planning	One year
Short Term Planning	Quarterly and Annually for Performance Plans

Financial Responsibility: What financial responsibilities are applicable to the role? Indicate the amounts responsible for? The responsibility can be for OPEX, CAPEX, and Petty cash etc. Indicate what the financial responsibility entails e.g. approving, monitoring, reporting

N/A

Responsibility for stocks, equipment etc (non – cash resources). Indicate the type of resources responsible for and the approximate value.

Resources, equipment, stocks etc.	Approximate value (Kshs)
N/A	

Responsibility for generating revenue. Indicate the revenue streams the position holder is responsible for as a % of the departmental target.

None

Relationship Management: Indicate the departments/organizations/companies etc that the position holder will need to relate/liase with as part of this role

All business units

Project Management

Type of projects	Nature of responsibility
Applications	Supplier
Business Initiatives	Supplier
Integration	Supplier
Data Systems	Supplier
Infrastructure	Supplier



Process Management	
Type of Processes	Nature of Responsibility
Design of Internal Software Applications	Responsible
Development of Internal Software Applications	Responsible
Improvement of Internal Software Applications	Responsible
Change Approval	Contributor

COMPETENCE REQUIREMENTS
<p>Excellent Interpersonal Skills</p> <ul style="list-style-type: none"> 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. Candidate forms trusted relationships with technical teams and customers <p>Commercial Acumen</p> <ul style="list-style-type: none"> 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: its vision, mission, strategy, values and how it operates. They easily see how our business model compares with <i>trending local & world-wide</i> consumer demands. <p>Leadership & Communication Skills</p> <ul style="list-style-type: none"> The ideal candidate can clearly communicate and share the planned work, proposed solutions, opportunities, and problems on the bank's Internal Applications with executives, business leaders, and stakeholders across the organization - in a manner that leaves them all touched, moved and inspired. <p>Innovative & Adaptable</p> <ul style="list-style-type: none"> The ideal candidate is passionate about innovation. Loves technology and possesses 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 <i>cutting-edge technologies</i>. <p>Self-Driven & Results Oriented</p> <ul style="list-style-type: none"> 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. <p>Others</p> <ul style="list-style-type: none"> Knowledge and experience in modern practices for Application Development and operations in medium to large Financial Institutions Technical skills to effectively perform 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



QUALIFICATION AND EXPERIENCE REQUIREMENTS

- 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
- Minimum 8 years' experience in IT systems development within a large highly digitized organization designing, implementing and managing mission critical systems, with at least 5 of those years within systems development on Web, Mobile, Windows and Solaris/Linux platforms
- Certification and experience implementing best practice frameworks e.g., ITIL, PRINCE2
- Hands on experience in software development with major languages Java, C++, C# and practical experience using relation RDBMS e.g., Oracle and MS SQL etc
- Hands-on experience in Mobile development on Android, iOS. Windows Mobile development is an added advantage
- Hands on experience in Web Development (AngularJS, NodeJS, Asp.Net) and Web Servers (Apache, Tomcat, IIS and Nginx)
- Experience with Code Repository (Version Control) tools (SVN, Git)
- Deep understanding of industry standard formats and protocols (JMS, SOAP, XML/XPath/XQuery, REST and JSON)
- Excellent analytical, problem solving and reporting skills
- Previous work experience with Spring framework
- Knowledge of RESTful API services
- Experience in supporting and/or implementing complex integration projects
- Knowledge of Apache Kafka and Kubernetes
- Working experience in Agile framework
- A good knowledge of the systems and processes within Financial Services industry