

## NCBA Bank PLC

<b>Job Title:</b>	CORPORATE CHANNELS SPECIALIST	<b>Reports to:</b>	SENIOR MANAGER CORPORATE CHANNELS
<b>Unit:</b>	INFORMATION TECHNOLOGY	<b>Department:</b>	TECHNOLOGY & OPERATIONS
<b>Grade:</b>	BAND 5	<b>Date:</b>	
<b>Job holder:</b>		<b>Supervisor:</b>	
<b>Signature:</b>		<b>Signature:</b>	

### Job Purpose Statement

This is an ICT Specialist role whose purpose is to provide effective and efficient support and system administration to systems. This includes but not limited Mobile Banking, Internet Banking, Mobile Money Payment systems, Bill Payment Systems etc.

### Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
<b>Application Development</b>	30%	Provide Second and third Level technical & application Support for Mobile, MPESA and Internet Banking products family of systems and supporting environments Facilitate Digital Channels application performance tuning, application upgrades, documentation of procedures and overall system optimization to ensure excellent user experience and customer service
<b>Incident / Problem Management</b>	40%	Resolve any incidents causing interruption of service in the quickest and most effective way possible according to defined SLA's. Ensure availability of 24 hour on-call support on the Digital Channels system and provide remedial actions so as to observe service level agreements with business
<b>Change Management</b>	10%	Execute System integration testing and subsequent implementation of system upgrades, hotfixes, patch releases and CR deployments Participate in running Digital Channels projects as the Technical Resource
<b>IT Governance and Security</b>	10%	Key systems configurations to ensure generation and maintenance of audit trails for any changes occurring in sensitive databases are captured and secured
<b>Business Continuity Management</b>	10%	Flag areas having inadequate DR, work with IT Infrastructure and Manager Core Systems towards mitigating actions where applicable to enable business operations if BAU

## NCBA Group Job Description –Digital Channels Specialist

		fails (specific to Digital Channel Systems). Test and Document Disaster Recovery Procedures
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### Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	Nil
Indirect Reports	Nil

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
<b>Internal</b> Cash Management & Personal Banking Customer Experience NBV	<b>External</b> Bill Aggregators Kenya Bankers (IPSL) MNOs –Safaricom / Airtel System Vendors

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.
Freedom to make decisions to resolve problems without consulting Senior Manager, Digital Channels Systems Support, but advice later thus ensuring business operations continuity.  Task prioritization and resource planning within the projects and tasks for self.

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)
<b>1 Month –3 Months</b>

Ideal Job Specifications
Degree in Computer Science or relevant IT degree from a University with a reputable curriculum.  Training and applied knowledge in Digital Channels Support, Unix and Oracle  Three year’s practical proven experience in a 3 tiered application architecture, including web technology support e.g. Jboss, WebLogic and IIS.  Proven experience in supporting banking channels (mobile, internet, ATMs etc) Proven experience in systems analysis, design, implementation and support.  Proven experience in SQL Scripting  Proven knowledge of banking operations, operations in business units and business impact analysis.  Thorough knowledge of the Bank’s core banking system

## NCBA Group Job Description – Corporate Channels Specialist

### Ideal Job Specifications

Proven knowledge of banking operations, operations in business units and business impact analysis

A good understanding of Operating systems; particularly Linux, UNIX and Microsoft Operating systems.

### Technical Competencies

Technical understanding of Internet Banking Web application frameworks and Operations including SSL and architectural security standards.

Technical skills to effectively work with MNOs and Aggregation partners to perform USSD / B2C / C2B / Bill Aggregation product support activities/tasks in a manner that consistently produce high quality of service.

Technical skills to effectively perform or guide performance of Application architectural design ensuring that all solutions developed and deployed are in line with the Enterprise Architecture standards

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

Ensure that all the managed application platforms in use by the Bank keep pace with technological innovations and developments as a way of protecting investment in technology.

Define, analyze, plan, measure and improve all aspects of the availability of Payment Systems; ensuring that the systems, are meeting the agreed availability targets.

**NCBA Group Job Description – Corporate Channels Specialist**

<b>Behavioural Competencies</b>	
	<p>Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.</p> <p>Self-empowerment to enable development of open communication, teamwork and trust that is needed to support true performance and customer-service oriented culture.</p> <p>Team player and able to work with minimum supervision Ability to adapt to changes in systems and procedures</p> <p>Planning and organizing to effectively structure work assignments for timely delivery on system analysis assignments.</p> <p>Quality Orientation to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks.</p>