



COO – Job Opportunities

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Apply before 04th May 2016

Contents

Senior Manager Data Centers Infrastructure	4
Manager Data Center Facilities.....	6
Data Center Infrastructure Specialist.....	7
Manager – Servers Infrastructure.....	9
Senior Systems Administrator.....	11
Systems Administrator.....	13
Database Administrator	14
Middleware Systems Administrator	16
Senior Network Administrator (LAN,WAN, DC, Voice)	18
Network Administrator (LAN,WAN, Voice)	19
Manager Core Applications.....	21
Senior Systems Administrator (CBS Support)	23
Systems Administrator – Core Applications.....	25
Systems Administrator (EoD)	26
Senior Systems Administrator (Payment Systems).....	27
Systems Administrator (Payment Systems)	29
Manager Support Applications	31
Senior Administrator – Support Applications	33
Systems Administrator (Support Applications).....	35
Senior Manager – IT Security	37
Senior Network Security Specialist (2).....	39
Senior Systems Security Specialist (4).....	41
Systems Security Specialist (4)	42
NOC Manager.....	44
System Administrator (NOC).....	46
Senior Change Administrator.....	48
Change Administrator	50
Systems Analyst (Core Applications).....	51
Systems Analyst (LAM).....	53

Systems Analyst (Support Applications)	55
Senior Manager Branches Technology Support.....	56
Manager Branches IT Support	58
Branches IT Support Administrator	60
Manager Branches Power Systems.....	62
Branches Power Systems Administrator	64
Systems Analyst (ATM/POS Support).....	66

Senior Manager Data Centers Infrastructure

Job Title: Senior Manager - Data Centers Infrastructure

Reporting To: Head of ICT Infrastructure and Service Management

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient IT data centers infrastructure, databases, middleware, computing and storage services that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for availability, recoverability, performance, security and continuous improvement of data centers infrastructure (Data centers facilities, power, cooling, fire detection & suppression, data storage, servers, DBMS and middleware systems).
2. Develop and implement short- and long-term strategic plans to make certain that data centers infrastructure capacity, availability and security meets existing and future business requirements.
3. Develop, implement, and maintain policies, procedures, processes, standards, and guidelines for data centers infrastructure resource administration and appropriate use.
4. Practice data centers infrastructure asset management, including maintenance of infrastructure component inventory, life cycle management, and related documentation.
5. Provides "ownership" of data centers infrastructure incidents and problems thru final resolution.
6. Assess, approve, and administer all network equipment, hardware, and software upgrades.
7. Manage and ensure optimal operation of all data centers infrastructure (Data centers facilities, power, cooling, fire detection & suppression, data storage, servers, DBMS and middleware systems).
8. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed data centers infrastructure solutions to aid management in making implementation decisions.
9. Manage relationships with vendors and respective service level agreements.
10. Conduct research and make recommendations on data centers infrastructure products, services, and standards in support of continuous improvements.
11. Provide statistics and reports to aid in management decisions.
12. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Demonstrated leadership and personnel management skills.

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2. Good understanding of the organization's goals and objectives.
3. Strong interpersonal, written, and oral communication skills
4. Ability to present technical data in a comprehensive, yet clear manner.
5. Knowledge of current technologies in Data Centers Infrastructure (Data centers facilities, power, cooling, fire detection & suppression, SAN Storage, Enterprise servers, DBMS and middleware systems).

Qualifications and Experience:

1. Bachelor degree in Computer Science or related academic field.
2. At least 5 years of relevant work/management experience. Work experience in systems administration, data centers management.
3. IT professional certifications in ITIL, Data Centers Management, and Virtualization Technologies will be an added advantage.

Manager Data Center Facilities

Job Title: Manager - Data Centers Facilities

Reporting To: Senior Manager - Data Centers Infrastructure

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient IT data centers facilities services (power, cooling, fire prevention/suppression systems) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for availability, recoverability and security of Data centers facilities (Power Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, CRAC units), Fire Detection & suppression (VESDA, FM200 Pre-action etc.), Data Centers space planning, Physical security, access control and other low voltage systems.
2. Plan, organize and manage data centers facilities resources (power, cooling, fire prevention/suppression systems, and physical security systems) operations to ensure that they are available, perform and secure.
3. Defining, reviewing and ensure compliance of Data Centers policies, procedures, guidelines and practices.
4. Assess, approve, and manage cables, components and space in data centers.
5. Provides "ownership" of data centers facilities incidents and problems thru final resolution
6. Practice data centers facilities asset management, including maintenance of data centers facilities component inventory, life cycle management, topology diagrams and related documentation.
7. Manage departmental expenditure within agreed budgets Manage relationships with vendors and respective service level agreements.
8. Provide data centers facilities statistics and reports to aid in management decisions.
9. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Advanced level understanding of all data center equipment and architecture
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to work in a fast paced environment.
4. Ability to develop and grow people in a stimulating and motivating environment.
5. Ability to present technical data in a comprehensive, yet clear manner.

6. Knowledge of current technologies in Data Centers Facilities (Power Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, CRAC units), Fire Detection & suppression (VESDA, FM200 Pre-action etc.)

Qualifications and Experience:

1. Bachelor's Degree in Electrical/Mechanical Engineering or related field
2. At least 5 years' experience in management of Data Center's Power (Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, CRAC units), Fire Detection & suppression (VESDA, FM200 Pre-action etc.), Data Centers space planning, Physical security, access control & other low voltage systems.

Data Center Infrastructure Specialist

Job Title: Data Centers Facilities Specialist

Reporting To: Manager - Data Centers Facilities

Location: Head Office

Job Purpose:

To monitor, troubleshoot, and maintain the bank's Data Centers Power Cooling, Fire Detection & suppression, Physical security, access control & other low voltage systems.

Main Responsibilities:

1. Daily monitoring, troubleshooting, resolve or escalate to vendors incidents related to the Data Centers Power (Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, CRAC units), Fire Detection & suppression (VESDA, FM200 Pre-action etc.), Physical security, access control & other low voltage systems.
2. Coordinate planning and execution of routine maintenance tasks
3. Inspect data centers facilities and equipment for unsafe or malfunctioning conditions
4. Provide statistics and reports to aid in management decisions.

Attributes:

1. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
2. Ability to work in a fast paced environment.

3. Externally focused, committed, able to communicate well, innovative, team-oriented, and able to balance critical thinking with execution.
4. Knowledge of current technologies in Data Centers Facilities (Power Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, CRAC units), Fire Detection & suppression (VESDA, FM200 Pre-action etc.)

Qualifications and Experience:

1. Bachelor's Degree in Electrical/Mechanical Engineering
2. At least 3 years' experience in work related to power (generators, UPS, DBs) and cooling systems.

Manager – Servers Infrastructure

Job Title: Manager – Servers Infrastructure

Reporting To: Senior Manager - Data Centers Infrastructure

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient computing and storage services that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for availability, recoverability, performance, security and continuous improvement of IT enterprise infrastructure (Storage, backup and recovery, Servers, VMs, OS) in a cost effective approach.
2. Develop and implement short- and long-term strategic plans to make certain IT enterprise infrastructure services (Storage, backup and recovery, Servers, VMs, OS) capacity and availability meets existing and future business requirements.
3. Defining, reviewing and ensure compliance of IT enterprise infrastructure policies, procedures, guidelines and best practices.
4. Establish and maintain sound backup and recovery policies and procedures
5. Provides "ownership" of IT enterprise infrastructure incidents and problems through final resolution
6. Practice IT enterprise infrastructure asset management, including maintenance of data centers facilities component inventory, life cycle management and related documentation.
7. Manage suppliers/vendors and respective service level agreements.
8. Manage departmental expenditure within agreed budgets.
9. Provide IT enterprise infrastructure statistics and reports to aid in management decisions.
10. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
2. Ability to work in a fast paced environment.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to present technical data in a comprehensive, yet clear manner.
5. Knowledge of current technologies in IT enterprise infrastructure (Storage Area Network, backup and recovery, Enterprise Servers Hardware, VMs, OS)

Qualifications and Experience:

1. Bachelor's Degree in Information Technology and a related Master's Degree in Management (Added advantage).
2. At least 5 years' experience in systems administration and management of IT infrastructure systems (Storage, backup and recovery, Servers, VMs, OS,), preferably in environments with Enterprise Storage, Mid-range and enterprise servers, virtualization technologies (VMware, Hyper-V), UNIX/Linux and Windows OS.
3. IT professional certifications in IT management, servers infrastructure, virtualization, database management systems are preferred (ITIL, Prince2, Unix, VMware, Hyper-V)

Senior Systems Administrator

Job Title: Senior Systems Administrator

Reporting To: Manager – Servers Infrastructure

Location: Head Office

Job Purpose:

To plan, organize and deliver cost effective and efficient computing and storage services that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Provide technical expertise and support of the Enterprise storage (SAN) infrastructure, backup and recovery software, enterprise, VMs, and other supporting infrastructure for the systems hosted at the centralized and Disaster recovery data centers.
2. Perform daily health checks for availability, recoverability, performance, security and continuous improvement of IT enterprise infrastructure (Storage, backup and recovery, Servers, VMs, OS).
3. Install, configure, support and maintain storage area networks (SAN), servers OS, Virtual Machines, Backup & Recovery systems and associated technologies.
4. Configure and troubleshoot software and hardware enhancements, deployments and infrastructure up-grades.
5. Provide hands-on system administration support, system maintenance and operations support.
6. Manage and participate in the monitoring, optimization and diagnosis of deployed storage and backup solutions.
7. Provide appropriate documentation to management, detailing the root cause analysis of outages, performance concerns, and proposed resolution and optimization options.
8. Perform in-depth research, evaluation and analysis of enterprise backup technologies and storage solutions.
9. Maintain vendor relationships and coordinate vendor activities.
10. Provide proactive and cost-effective planning documentation, based on proven methods and historical trends, to anticipate initial size and growth of new systems as well as continued growth for existing solutions.

Attributes:

1. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
2. Ability to work in a fast paced environment.
3. Externally focused, committed, able to communicate well, innovative, team-oriented, and able to balance critical thinking with execution.
4. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.

5. Knowledge of current technologies in IT enterprise infrastructure (SAN Storage, backup and recovery solutions, Enterprise Servers Hardware, VMs, OS)

Qualifications and Experience:

1. Bachelor's Degree in Information Technology or related.
2. At least 5 years' experience in systems administration of IT infrastructure systems (SAN Storage, backup and recovery, Servers, VMs, OS,) preferably in environments with Enterprise Storage, Mid-range and enterprise servers, virtualization technologies (VMware, Hyper-V), UNIX/Linux and Windows OS.
3. IT professional certifications in servers infrastructure and virtualization are preferred (Unix, VMware, Hyper-V)

Job Title: Systems Administrator

Reporting To: Manager – Servers Infrastructure

Location: Head Office

Job Purpose:

Perform daily monitoring, tuning, maintenances and troubleshooting of IT enterprise infrastructure (Storage, backup and recovery, Servers, VMs, OS).

Main Responsibilities:

1. Perform daily health checks for availability, recoverability, performance, security and continuous improvement of IT enterprise infrastructure (Enterprise storage (SAN) infrastructure, backup and recovery software, enterprise, VMs).
2. Install, configure, support and maintain storage area networks (SAN), servers OS, Virtual Machines, Backup & Recovery systems and associated technologies.
3. Configure and troubleshoot software and hardware enhancements, deployments and infrastructure up-grades.
4. Provide hands-on system administration support, system maintenance and operations support.
5. Manage and participate in the monitoring, optimization and diagnosis of deployed storage and backup solutions.
6. Provide appropriate documentation to management, detailing the root cause analysis of outages, performance concerns, and proposed resolution and optimization options.
7. Perform in-depth research, evaluation and analysis of enterprise backup technologies and storage solutions.

Attributes:

1. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
2. Ability to work in a fast paced environment.
3. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.
4. Knowledge of current technologies in IT enterprise infrastructure (SAN Storage, backup and recovery solutions, Enterprise Servers Hardware, VMs, OS)

Qualifications and Experience:

1. Bachelor's Degree in Information Technology or related.
2. At least three years' experience in systems administration of IT infrastructure systems (Storage, backup and recovery, Servers, VMs, OS,) preferably in environments with Enterprise Storage,

Mid-range and enterprise servers, virtualization technologies (VMware, Hyper-V), UNIX/Linux and Windows OS.

3. IT professional certifications in servers infrastructure, virtualization are preferred (Unix, VMware, Hyper-V)

Database Administrator

Job Title: Database Administrator

Reporting To: Senior Database Administrator

Location: Head Office

Job Purpose:

Perform daily monitoring, performance tuning, maintenance and troubleshooting of the entire bank's database management systems (Oracle, Microsoft SQL, MySQL).

Main Responsibilities:

1. Monitoring performance and managing parameters to provide fast responses to front-end users.
2. Reviewing application's access to the database structures
3. Perform databases installations and up gradating of Server Software and related products.
4. Optimize and Tune performance of databases
5. Configuring databases archives and backup modes
6. Monitoring & checking the Database backup & recovery process
7. Setting up standby and test Database if required
8. Managing tablespaces, indexes, logs and other database objects
9. Monitoring databases health.
10. Perform log purging activities and backup & recovery tests.

Attributes:

1. Knowledge in Oracle and MS SQL Database Management Systems, Oracle Dataguard, RAC setup and management
2. Knowledgeable in UNIX and LINUX administration.
3. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
4. Ability to present technical data in a comprehensive, yet clear manner.
5. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.

Qualifications and Experience:

1. Bachelor degree in Computer Science or related discipline.
2. At least three years working in relational database environment. Preferably Oracle DBMS.

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3. Professional certifications in Databases OCA, OCP, or MCDBA are preferred.

Middleware Systems Administrator

Job Title: Middleware Systems Administrator

Reporting To: Senior Middleware Systems Administrator

Location: Head Office

Job Purpose:

Perform daily monitoring, performance tuning, maintenance and troubleshooting of the entire bank's middleware systems (Weblogic, ESB, Web Services, etc).

Main Responsibilities:

1. Responsible for day to day administration and maintenances of all the Bank's middleware systems.
2. Perform application installation, configuration, and troubleshooting expertise for WebLogic cluster and other middleware systems
3. Monitoring of middleware systems and Incident Management.
4. Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
5. Tuning of java containers
6. Troubleshoot Java applications and web services
7. Perform middleware systems backup and recovery daily activities.

Attributes:

1. Knowledge in middleware systems (Weblogic, IIS, Apache Tomcat, jBOSS, SOA).
2. Prior experience configuring for CAC authentication and OID
3. Knowledgeable in UNIX and LINUX administration.
4. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
5. Ability to present technical data in a comprehensive, yet clear manner.
6. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.

Qualifications and Experience:

1. At least three years working in middleware systems. Preferably Weblogic.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certification in Weblogic administration is preferred.

Senior Network Administrator (LAN,WAN, DC, Voice)

Job Title: Senior Network Administrator

Reporting To: Senior Manager - Networks

Location: Head Office

Job Purpose:

To plan, organize and deliver cost effective and efficient network infrastructure services (Data, Voice, Video) that meet and exceed business and customers' expectations (availability, security and continuous improvement).

Main Responsibilities:

1. Maximize network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization.
2. Implement, and maintain policies, procedures, processes, standards, and guidelines for network resource administration and appropriate use.
3. Manage and ensure optimal operation of all network hardware and equipment (routers, switches, hubs, etc.) for the LAN, WAN, Data Centers Core Network, and WLAN.
4. Conduct research and make recommendations on network products, services, protocols, and standards in support of network service continuous improvements.
5. Provide network performance statistics and reports to aid in management decisions.
6. Consult with the management and design rules and regulation for the acceptable use of the networks which apply to everyone
7. Maintain an inventory of network hardware and software equipment
8. Ensure networking stability and monitor all work regularly.
9. Prepare and maintain networking documentation network and cabling layouts.

Attributes:

1. Demonstrated leadership and personnel management skills.
2. Ability to present technical data in a comprehensive, yet clear manner.
3. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.
4. Excellent knowledge of current protocols and standards, including Core Switching/Routing, SSL/IPSec, VOIP, Business Continuity, Disaster Recovery.
5. Hands-on experience installing and troubleshooting routers, bridges, switches, hubs, networks cabling, telephony systems, modems, network interface cards, and so on.

Qualifications and Experience:

1. Bachelor degree in Computer Science or related academic field.

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2. At least 5 years of relevant work experience. Work experience in setup and configuring enterprise-wide LANs, WANs, WLANs, VPNs, VOIP.
3. CCNP professional certification is mandatory; CCIE is desired as ultimate professional certification in this role.

Network Administrator (LAN,WAN, Voice)

Job Title: Network Administrator

Reporting To: Senior Manager - Networks

Location: Head Office

Job Purpose:

Perform daily monitoring, troubleshooting, and maintenance and of the entire bank's network infrastructure (LAN, WAN, WLAN, DC).

Main Responsibilities:

1. Monitor performance and ensure system availability and reliability
2. Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS)
3. Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
4. Monitor network systems resource utilization, trending, and capacity planning
5. Provide Level-2 support and troubleshooting to resolve issues
6. Work within established configuration and change management policies to ensure success of changes made to the network infrastructure
7. Liaise with vendors and other IT personnel for problem resolution

Attributes:

1. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.
2. Excellent knowledge of current protocols and standards, including Core Switching/Routing, SSL/IPSec, VOIP, Business Continuity, Disaster Recovery.
3. Hands-on experience installing and troubleshooting routers, bridges, switches, hubs, networks cabling, telephony systems, modems, network interface cards, and so on.

Qualifications and Experience:

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1. Bachelor degree in Computer Science or related academic field.
2. At least 3 years of relevant work experience. Work experience in setup and configuring enterprise-wide LANs, WANs, WLANs, VPNs, VOIP.
3. CCNA professional certification is mandatory; CCNP is preferred;

Manager Core Applications

Job Title: Manager Core Applications

Reporting To: Senior Manager Applications Support

Location: Head Office

Job Purpose:

To organize, plan and lead a team to deliver cost effective and efficient ICT level 2 support services for core banking applications, payment systems as well as managing all EoD, EoM, EoY functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, directing, reporting and administration of the second level support team(s) on issues pertaining to Core banking application (Flexcube) , payment systems (OPICS, Sybrin, SWIFT and Cash Collection) & EoD, EoM, EoM functions within NMB bank.
2. Provides leadership by projecting a positive attitude, providing learning incentives. Interfaces with users of core applications, payment systems and services for matters requiring Level 2 support, employing a high degree of tact and promote a positive image of the section.
3. Escalating incidents and problems to 3rd level support, follow-up & feedback on the progress made for resolution.
4. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all CBS applications as they are released and broadcasted by the respective application vendors (e.g. Flexcube, OPICS, SWIFT, etc.)
5. Responsible for successfully completion of EOD/EOM/EOY batch runs within acceptable timelines to ensure on time systems availability to users and customers as well as Planning and conducting simulation of EOM and EOY runs in order to eliminate any unforeseen incidents.
6. Conduct minuted weekly support meetings with all Core Banking & Payment Systems support vendors as well as being responsible for updating the Data Warehouse environment so that reports are available to users and customers on time.
7. Maintain the Risk and controls policy frameworks for all CBS applications and ensure they are updated on an annual basis, Engage Core applications staff in Risk policy implementation by communicating expectations, providing coaching and support.
8. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of attaining particular service from consultants, suppliers etc to aid management in making implementation decisions.
9. Manage relationships with business units, vendors and respective service level agreements.
10. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

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1. Good knowledge in core banking applications (Flexcube, Sybrin, OPICS, Swift, Cash Collection etc).
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem & Confident.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least 5 years working experience in banking operations environment.
2. Bachelor degree in Computer Science, Information Technology or related discipline.
3. Professional certification in ITIL is mandatory, Management, Flexcube, Sybrin OPICS training/certification will be added advantage.
4. Knowledge and expertise required in MS-SQL Server, Oracle, Java, Excel, Word, PowerPoint, and Visio, etc.
5. Understanding of Gateway Services for some of the Payment Systems and user configuration and message type(s).

Senior Systems Administrator (CBS Support)

Job Title: Senior Systems Administrator (CBS Support)

Reporting To: Manager Core Applications

Location: Head Office

Job Purpose:

To lead a team to deliver cost effective and efficient ICT level 2 support services for core banking application (Flexcube) functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for configuration, maintenance and support of the second level support team(s) on issues pertaining to Core banking application functions within NMB bank.
2. Provide technical leadership by projecting a positive attitude, employing a high degree of tact and knowledge in dealing with level 2 issues.
3. Escalating incidents and problems to 3rd level support and follow-up & feedback on the progress made for resolution.
4. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all CBS applications as they are released and broadcasted by the respective application vendor.
5. Conduct weekly support meetings with all Core Banking Systems support vendors as well as being responsible for updating the Data Warehouse environment so that reports are available to users and customers on time.
6. Maintain the Risk and controls policy frameworks for CBS application and ensure they are updated on an annual basis, Engage Core applications staff in Risk policy implementation by communicating expectations, providing coaching and support.

Attributes:

1. Extensive knowledge in core banking applications (Flexcube)
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to lead a technical team during crisis, severity 1 incidents with clear execution plan to mitigate problems.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem & Confident.
6. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

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1. At least 5 years working experience in banking operations environment in particular banking Core application(s) technical support.
2. Bachelor degree in Computer Science, Information Technology or related discipline.
3. Professional certification in ITIL is mandatory; Flexcube training/certification will be added advantage.
4. Certification in one of MS-SQL Server or Oracle databases is mandatory, knowledge in basic accounting and finance, Java, Excel, Word, PowerPoint, and Visio, etc will be added advantage.

Systems Administrator – Core Applications

Job Title: Systems Administrator (CBS Support)

Reporting To: Manager Core Applications

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT level 2 support services for core banking applications functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for configuration, maintenance and support of the second level support team(s) on issues pertaining to Core banking application functions within NMB bank.
2. Employ a high degree of tact and knowledge in dealing with level 2 issues. Escalating incidents and problems to 3rd level support and follow-up & feedback on the progress made for resolution.
3. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all CBS applications as they are released and broadcasted by the respective application vendor (Flexcube)
4. Conduct minuted weekly support meetings with all Core Banking Systems support vendors as well as being responsible for updating the Data Warehouse environment so that reports are available to users and customers on time.
5. Maintain the Risk and controls policy frameworks for all CBS applications and ensure they are updated on an annual basis, Engage Core applications staff in Risk policy implementation by communicating expectations, providing coaching and support.

Attributes:

1. Extensive knowledge in core banking applications (Flexcube).
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem & Confident.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

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1. At least 3 years working experience in banking operations environment in particular Core application(s) technical support.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certification in ITIL is mandatory; Flexcube certification will be added advantage.
4. Certification in one of MS-SQL Server or Oracle databases is mandatory, knowledge in basic accounting and finance, Java, Excel, Word, PowerPoint, and Visio, etc will be added advantage.

Systems Administrator (EoD)

Job Title: System Administrator (EoD)

Reporting To: Manager Core Applications

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT support services for banking end of cycle (EoC) operations that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for successfully completion of EOD/EOM/EOY batch runs within acceptable timelines to ensure on time systems availability to users and customers.
2. Responsible for updating the Data Warehouse environment so that reports are available to users and customers on time.
3. Ensure that backups of all CBS database are taken daily into magnetic tapes and sent to offsite locations for secured storage.
4. Daily updates of EOD completion status to the ICT Managers.
5. Plan and conduct simulation of EOM and EOY runs in order to eliminate any unforeseen incidents.
6. Employing a high degree of tact and knowledge in dealing with end of cycle issues. Escalating incidents and problems to 2nd level support, follow-up & feedback on the progress made for resolution.

Attributes:

1. Good knowledge in banking core applications systems (Flexcube)
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.

3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem & Confident.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

1. At least 2 years working experience in banking or IT operations environment.
2. Bachelor degree in Computer Science, Information Technology or related discipline.
3. Professional certification in ITIL is mandatory; Flexcube, MSSQL and Oracle training/certification will be added advantage.

Senior Systems Administrator (Payment Systems)

Job Title: Senior Systems Administrator (Payment Systems)

Reporting To: Manager Core Applications

Location: Head Office

Job Purpose:

To plan, organize and deliver cost effective and efficient ICT level 2 support services for banking payments systems functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for configuration, maintenance and support of the second level support team(s) on issues pertaining to banking payment systems (SFI, OPICS, Sybrin, Cash Collection, and SWIFT) functions within NMB bank.
2. Provide technical leadership by projecting a positive attitude, employing a high degree of tact and knowledge in dealing with level 2 issues.
3. Escalating incidents and problems to 3rd level support, follow-up & feedback on the progress made for resolution.
4. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all payments systems as they are released and broadcasted by the respective systems vendor.
5. Conduct minuted weekly support meetings with all Banking Payment Systems vendors following up and closing open issues.
6. Maintain the Risk and controls policy frameworks for Payment systems and ensure they are updated on an annual basis, Engage Payment systems section staff in Risk policy implementation by communicating expectations, providing coaching and support.

Attributes:

1. Extensive knowledge in banking payment systems (Sybrin, OPICS, SWIFT, Cash Collection and etc)
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to lead a technical team during crisis, severity 1 incidents with clear execution plan to mitigate problems.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem & Confident.
6. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

1. At least 5 years working experience in banking operations environment in particular Payment systems technical support.
2. Bachelor degree in Computer Science, Information Technology or related discipline.
3. Professional certification in ITIL is mandatory; Sybrin, OPICS & SWIFT training/certification will be added advantage.
4. Certification in one of MS-SQL Server or Oracle databases is mandatory, knowledge in basic accounting and finance, Java, Excel, Word, PowerPoint, and Visio, etc will be added advantage.
5. Understanding of Gateway Services for some of the Payment Systems, user configuration and message types.
6. Configuration, Trouble shooting on Payment Systems products and Services.

Systems Administrator (Payment Systems)

Job Title: Systems Administrator (Payment Systems)

Reporting To: Manager Core Applications

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT level 2 support services for banking payments systems functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for configuration, maintenance and support of the second level support team(s) on issues pertaining to banking payment systems (SFI, OPICS, Sybrin, Cash Collection, and SWIFT) functions within NMB bank.
2. Employing a high degree of tact and knowledge in dealing with level 2 issues. Escalating incidents and problems to 3rd level support and follow-up & feedback on the progress made for resolution.
3. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all payments systems as they are released and broadcasted by the respective systems vendor.
4. Conduct minuted weekly support meetings with all Banking Payment Systems vendors following up and closing open issues.
5. Maintain the Risk and controls policy frameworks for Payment systems and ensure they are updated on an annual basis, Engage Payment systems section staff in Risk policy implementation by communicating expectations, providing coaching and support.

Attributes:

1. Extensive knowledge in banking payment systems (Sybrin, OPICS, SWIFT, Cash Collection and etc)
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to lead a technical team during crisis, severity 1 incidents with clear execution plan to mitigate problems.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem & Confident.
6. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

1. At least 3 years working experience in banking operations environment in particular Payment systems technical support.
2. Bachelor degree in Computer Science, Information Technology or related discipline.

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3. Professional certification in ITIL is mandatory; Sybrin, OPICS & SWIFT training/certification will be added advantage. ..
4. Certification in one of MS-SQL Server or Oracle databases is mandatory, knowledge in basic accounting and finance, Java, Excel, Word, PowerPoint, and Visio, etc will be added advantage.

Manager Support Applications

Job Title: Manager Support Applications

Reporting To: Senior Manager Applications Support

Location: Head Office

Job Purpose:

To organize and lead a team to deliver cost effective and efficient ICT level 2 support services for banking Support applications that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, directing, reporting and administration of the second level support team(s) on issues pertaining to banking Support applications (BI & Analytics /SAP, DMS , I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM, Recon Engine, HR Huris, ERP, SharePoint, Dividend System, GIEOM etc.) within NMB bank.
2. Provides leadership by projecting a positive attitude, providing learning incentives. Interfaces with users of all support applications and services for matters requiring Level 2 support, employing a high degree of tact and promote a positive image of the section.
3. Escalating incidents and problems to 3rd level support, follow-up & feedback on the progress made for resolution.
4. Responsible for Implementation of Critical Patch Updates (CPUs) and releases for all Support applications as they are released and broadcasted by the respective application vendors (e.g.BI, Archive systems, DMS, AD/Exchange, HR Huris, ERP, SharePoint, Dividend System, GIEOM etc.)
5. Conduct minuted weekly support meetings with all Banking Support Applications vendors.
6. Maintain the Risk and controls policy frameworks for all Support applications and ensure they are updated on an annual basis, engage support applications staff in Risk policy implementation by communicating expectations, providing coaching and support.
7. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of attaining particular service from consultants, suppliers etc to aid management in making implementation decisions.
8. Manage relationships with business units, vendors and respective service level agreements.
9. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Good knowledge in banking support applications (BI & Analytics /SAP, DMS, I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM, Recon Engine, HR Huris, ERP, SharePoint, Dividend System, GIEOM etc).
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.

3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem & Confident.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least 5 years working experience in banking operations environment in particular Enterprise application's support.
2. Bachelor degree in Computer Science, Information Technology or related discipline.
3. Professional certification in ITIL is mandatory, MS-SQL/Oracle OCA/OCP, UNIX, Microsoft Exchange etc certifications will be preferred.
4. Knowledge and expertise required in MS-SQL Server, Oracle, Java, Excel, Word, PowerPoint, and Visio, etc.

Senior Administrator – Support Applications

Job Title: Senior Administrator - Support Application

Reporting To: Manager - Support Applications

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient ICT level 2 support services for banking support applications functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for configuration, maintenance and support of the second level support team(s) on issues pertaining to banking support applications (BI & Analytics /SAP, DMS , I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM, Recon Engine, HR Huris, ERP, SharePoint, Dividend System, GIEOM etc.) functions within NMB bank.
2. Provide technical leadership by projecting a positive attitude, employing a high degree of tact and knowledge in dealing with level 2 issues. Escalating incidents and problems to 3rd level support and follow-up & feedback on the progress made for resolution.
3. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all banking support applications as they are released and broadcasted by the respective support application vendors.
4. Conduct minuted weekly support meetings with all banking Support Applications Systems vendors as well as being responsible for updating and maintaining the Data Warehouse environment so that reports are available to users and customers on time.
5. Maintain the Risk and controls policy frameworks for all support applications and ensure they are updated on an annual basis, engage support applications staff in Risk policy implementation by communicating expectations, providing coaching and support.

Attributes:

1. Extensive knowledge in banking support applications.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
2. Ability to lead a technical team during crisis, severity 1 incidents with clear execution plan to mitigate problems.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem & Confident.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

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1. At least 5 years working experience in banking operations environment in particular Core application support.
2. Bachelor degree in Computer Science, Information technology or related discipline.
3. Professional certification in ITIL is mandatory, BI & Analytics /SAP, DMS, I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM and etc training/certification will be added advantage.
4. Certification in one of MS-SQL Server or Oracle databases is mandatory, knowledge in basic accounting and finance, Java, Excel, Word, PowerPoint, and Visio, etc will be added advantage.

Systems Administrator (Support Applications)

Job Title: Systems Administrator (Support Application)

Reporting To: Manager Support Applications

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT level 2 support services for banking support applications functions that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for configuration, maintenance and support of the second level support team(s) on issues pertaining to banking support applications (BI & Analytics /SAP, DMS , I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM, Recon Engine, HR Huris, ERP, SharePoint, Dividend System, GIEOM etc.) functions within NMB bank.
2. Employing a high degree of tact and knowledge in dealing with level 2 issues. Escalating incidents and problems to 3rd level support and follow-up & feedback on the progress made for resolution.
3. Responsible for Implementation of Critical Patch Updates (CPUs) and releases of all banking support applications as they are released and broadcasted by the respective support application vendors.
4. Conduct minuted weekly support meetings with all banking Support Applications Systems vendors as well as being responsible for updating and maintaining the Data Warehouse environment so that reports are available to users and customers on time.
5. Maintain the Risk and controls policy frameworks for all support applications and ensure they are updated on an annual basis, engage support applications staff in Risk policy implementation by communicating expectations, providing coaching and support.

Attributes:

1. Extensive knowledge in banking support applications.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem & Confident.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

1. At least 3 years working experience in banking operations environment in particular application support.
2. Bachelor degree in Computer Science, Information technology or related discipline.

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3. Professional certification in ITIL is mandatory, BI & Analytics /SAP, DMS, I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM and etc training/certification will be added advantage.
4. Certification in one of MS-SQL Server or Oracle databases is mandatory, knowledge in basic accounting and finance, Java, Excel, Word, PowerPoint, and Visio, etc will be added advantage.

Senior Manager – IT Security

Job Title: Senior Manager IT Security

Reporting To: Head of Technology Services and Infrastructure

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient IT security controls to protect and defend systems and information assets (i.e. business and customer data) against any internal and external threats (e.g. unauthorized access, cyber-attacks, etc.).

Main Responsibilities:

1. Develop and implement IT Security Management Framework for the Bank's Technology Infrastructure that provides assurance on security of the business and customer data.
2. Develop, implement, and maintain policies, procedures, processes, standards, and guidelines for technology infrastructure security.
3. Practice technology security asset management, including maintenance of security component inventory, life cycle management, and related documentation.
4. Provide "ownership" of security incidents and problems thru final resolution for the Bank's Firewalls, IDS/IPS, Malware systems.
5. Assess, approve, and administer all network and systems security related equipment, hardware, and software upgrades (for Firewalls, IDS/IPS, Malware systems).
6. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed security solutions to aid management in making implementation decisions.
7. Manage relationships with vendors and respective service level agreements.
8. Conduct research and make recommendations on security products, services, protocols, and standards in support of security service continuous improvements.
9. Provide technology security statistics and reports to aid in management decisions.
10. Direct, manage, develop and provide guidance to a team of security specialists; conduct performance reviews and corrective action.
11. Contributes to team effort by accomplishing related results as needed.

Attributes:

1. Demonstrated leadership and personnel management skills.
2. Good understanding of the organization's goals and objectives.
3. Strong interpersonal, written, and oral communication skills
4. Ability to present technical data in a comprehensive, yet clear manner.
5. Excellent knowledge of technology security landscape (Network security, systems and endpoint security, IT security frameworks and standards such as ISO27001).

6. Hands-on experience technology security setups, configuration and troubleshooting (networks, systems and end points).

Qualifications and Experience:

1. Bachelor degree in Computer Science or related academic field.
2. At least 5 years of relevant work/management experience. Work experience in managing, monitoring and setup IT security in enterprise environment.
3. Preferred Security professional certification ISO27001, CISSP, Ethical Hacking; Other IT professional certifications such as ITIL, Prince2, PMP will be an added advantage.

Senior Network Security Specialist (2)

Job Title: Senior Network Security Specialists

Reporting To: Senior Manager – IT Security

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient IT security controls to protect and defend the bank's network infrastructure against any internal and external threats (e.g. unauthorized access, cyber-attacks, etc.).

Main Responsibilities:

1. Define, Implement, and maintain policies, procedures, processes, standards, and guidelines for network security administration and appropriate use.
2. Manage and ensure optimal security configurations of all network security hardware and equipment (Firewalls, routers, switches, load balancers, etc.) for the LAN, WAN, Data Centers Core Network, and WLAN.
3. Conduct research and make recommendations on network security products, services, protocols, and standards in support of network security continuous improvements.
4. Provide "ownership" of security incidents and problems thru final resolution for the Bank's Firewalls, IDS/IPS, and other network security incidents.
5. Monitor network traffic for unusual activity
6. Analyze and establish security requirements for your networks
7. Provide network security statistics and reports to aid in management decisions.
8. Consult with the management and design rules and regulation for the acceptable use of the networks which apply to everyone.
9. Maintain an inventory of network security hardware and software equipment
10. Ensure networking stability and monitor all work regularly.
11. Prepare and maintain networking security documentation and layouts.
12. Contributes to team effort by accomplishing related results as needed.

Attributes:

1. Demonstrated leadership and personnel management skills.
2. Ability to present technical data in a comprehensive, yet clear manner.
3. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.
4. Excellent knowledge of current protocols and standards, including Core Switching/Routing, SSL/IPSec, VOIP, Business Continuity, Disaster Recovery.
5. Hands-on experience installing and troubleshooting Firewalls, routers, bridges, switches, hubs, networks cabling, telephony systems, modems, network interface cards, and so on.

Qualifications and Experience:

1. Bachelor degree in Computer Science or related academic field.
2. At least 5 years of relevant work experience. Experience in network security technologies. Work experience in setup and configuring enterprise-wide security in Firewalls, Routers, Switches.
3. CCNP Security professional certification is mandatory; CCIE is preferred.

Senior Systems Security Specialist (4)

Job Title: Senior Systems Security Specialists

Reporting To: Senior Manager – IT Security

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient IT security controls to protect and defend the bank's systems against any internal and external threats (e.g. unauthorized access, cyber-attacks, etc.).

Main Responsibilities:

1. Protects system by defining access privileges, control structures, and resources.
2. Define, Implement, and maintain policies, procedures, processes, standards, and guidelines for systems security administration and appropriate use.
3. Manage and ensure optimal security configurations of all servers/end point OS, Virtual environments, Databases, Middleware, Applications and end points.
4. Conduct research and make recommendations on systems security products, services, protocols, and standards in support of systems security continuous improvements.
5. Provide "ownership" of security incidents and problems thru final resolution for the Bank's servers/end point OS, Virtual environments, Databases, Middleware and Applications.
6. Provide systems security statistics and reports to aid in management decisions.
7. Maintain an inventory of security systems hardware and software equipment
8. Monitoring of systems security, resolving and escalating incidents appropriately.
9. Prepare and maintain systems security documentation and layouts.
10. Implements security improvements by assessing current situation; evaluating trends; anticipating requirements.
11. Determines security violations and inefficiencies by conducting periodic audits.
12. Contributes to team effort by accomplishing related results as needed.

Attributes:

1. Demonstrated leadership and personnel management skills.
2. Ability to present technical data in a comprehensive, yet clear manner.
3. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.
4. Knowledge of systems security standards and baselines in Operating Systems, Virtual environments, Databases and middleware.
5. Hands-on experience installing and troubleshooting Operating Systems, Virtual environments, Databases and middleware.

Qualifications and Experience:

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1. Bachelor degree in Computer Science or related academic field. 0786 670 072
2. At least 5 years of relevant work experience. Experience in systems security in areas such as (UNIX/Linux, Windows, VMware, Hyper-V, Oracle & Microsoft Databases, Weblogic)
3. Preferred professional certifications, ISO27001, CISSP, ethical hacking, OS and Databases related certifications, and other relevant security certifications.

Systems Security Specialist (4)

Job Title: Systems Security Specialists

Reporting To: Senior Systems Security Specialists

Location: Head Office

Job Purpose:

Perform daily systems security monitoring, troubleshooting and incident management.

Main Responsibilities:

1. Monitoring of systems security, resolving and escalating incidents appropriately.
2. Determines security violations and inefficiencies by conducting periodic audits.
3. Defend systems against unauthorized access, modification and/or destruction
4. Perform vulnerability scanning and assessments
5. Configure and support security tools such as host based intrusion detection systems (HIDS), IPS, SIEM solution, anti-virus software, patch management systems, etc.
6. Implement systems security policies, application security, access control and corporate data safeguards
7. Train fellow employees in security awareness and procedures
8. Contributes to team effort by accomplishing related results as needed.

Attributes:

1. Demonstrated leadership and personnel management skills.
2. Ability to present technical data in a comprehensive, yet clear manner.
3. Demonstrable honesty, integrity and credibility; ability to engender the trust and confidence of internal constituency and external partners.
4. Knowledge of systems security standards and baselines in Operating Systems, Virtual environments, Databases and middleware.
5. Hands-on experience installing and troubleshooting Operating Systems, Virtual environments, Databases and middleware.

Qualifications and Experience:

1. Bachelor degree in Computer Science or related academic field. 0786 670 072

2. At least 3 years of relevant work experience. Experience in systems security in areas such as (UNIX/Linux, Windows, VMware, Hyper-V, Oracle & Microsoft Databases, Weblogic)
3. Preferred professional certifications, ISO27001, CISSP, ethical hacking, OS and Databases related certifications, and other relevant security certifications.

NOC Manager

Job Title: Manager – Network Operation Centre (NOC)

Reporting To: Senior Manager Service Management

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, reporting and administration of the network operation centre team on issues pertaining to proactive monitoring of the Data centre & DR infrastructure, core banking services, ISP links, branch connectivity, ATM/POS, power & cooling utilities at branches, network & self-service incidents analysis etc.
2. Responsible for managing all incidents and problems logged into Manage Engine with regard to network, self-service, power and cooling utilities from branches & HQ ensuring SLA(s) and customer expectation are met.
3. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.
4. Accurately communicates pertinent information. Assists in the development and implementation of continuous service improvement programs/process both within Service management section and across ICT department.
5. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of attaining particular service within NOC environment to aid management in making implementation decisions.
6. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.
7. Defining, reviewing and ensure compliance of Network Operation Centre (NOC) policies, procedures, guidelines and practices.

Attributes:

1. Overall good knowledge in networks, applications, data centre infrastructure, self-service channels, power and cooling utilities monitoring and troubleshooting.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.

4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least 5 years working experience in banking or telecommunications environment preferably in service desk or NOC area.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certification in ITIL is mandatory; Management, CCNA, Self-service channels, Monitoring tools training/ certification will be an added advantage.
4. Good Knowledge of MS-SQL Server, Oracle, Java, Operating systems (UNIX, Windows), Excel, Word, PowerPoint, and Visio is mandatory.

System Administrator (NOC)

Job Title: System Administration (NOC)

Reporting To: NOC Manager

Location: Head Office

Job Purpose:

To proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within Network operation centre (NOC) which will or has the potential to degrade bank services, and ensure service delivery meet and exceed business customers expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for daily proactive monitoring, conducting first level troubleshooting, resolution and escalation of all issues pertaining to Data centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at HQ and branches.
2. Responsible for managing all incidents and problems logged into Manage Engine with regard to network, self-service, power and cooling utilities from branches & HQ ensuring SLA(s) and customer expectation are met.
3. Preparations of daily, weekly, and monthly performance statistics for the network and data centre infrastructure, status reports, and graphical aids for ICT management.
4. Coordinate planning and execution of routine maintenance tasks

Attributes:

1. Overall good knowledge in networks, applications, data centre infrastructure, self-service channels, power and cooling utilities monitoring and troubleshooting.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Good observation and analytical skills.
5. Self-driven, ability to go extra mile and making initiatives for continuous service improvement.

Qualifications and Experience:

1. At least two years working experience in banking or telecommunications environment preferably in service desk or NOC area.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certification in ITIL is mandatory; CCNA, Self-service channels, Monitoring tools training/ certification will be an added advantage.

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4. Preferably good Knowledge of MS-SQL Server, Oracle, Java, Operating systems (Unix, Windows) , Excel, Word, PowerPoint, and Visio.

Senior Change Administrator

Job Title: Senior Change Administration

Reporting To: Senior Manager Service Management

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient ICT Service, Product, Infrastructure etc Change Management framework that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, reporting and administration of CAB, the change administration team in all issues/meetings pertaining to change management & IT change governance framework.
2. Responsible for applying a structured change management approach and methodology for the people, technology and processes side change(s) caused by ICT systems, network, processes, projects and other change efforts.
3. Responsible for developing a set of actionable and targeted change management plans - including communication plan, sponsor roadmap, coaching plan, training plan and resistance management plan.
4. Conduct readiness assessments, UAT results, evaluate change final results and present findings in a logical and easy-to-understand manner. Identify potential people, technology and processes side risks and anticipated points of resistance/flip, and develop specific plans to mitigate or address the concerns for all changes administered within ICT department.
5. Accurately communicates pertinent information. Assists in the development and implementation of continuous service improvement programs/process both within service management section and across ICT department.
6. Ensures that weekly and monthly statistics, change progress and performance reports, and graphical aids are completed and continually modified to meet the needs of the ICT department.
7. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of achieving particular changes within ICT to aid management in making implementation decisions.
8. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.
9. Defining, reviewing and ensure compliance of Change Management policies, procedures, guidelines and practices.

Attributes:

1. Extensive knowledge in ITIL and Change management framework. Good Knowledge in banking applications and operations.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least 5 years working experience in ICT & banking environment preferably in Change, Configuration and Release sections.
2. Bachelor degree in Computer Science, Information technology or related discipline.
3. Professional certifications in ITIL is mandatory, Management, Flexcube, Sybrin, OPICS and/or Project Management certification will be an added advantage.

Change Administrator

Job Title: Change Administrator

Reporting To: Senior Change Manager

Location: Head Office

Job Purpose:

Provision of accurate, timely review and processing of Change requests based on business priority, expedite changes to finalization while assuring compliance with the Quality System procedures, ensuring documentation of change requests and retention of change and configuration data into specified repository or file systems.

Main Responsibilities:

1. Review change requests for completeness and adherence to Quality Procedure, verify, check and approve revised documents or change requests.
2. Supervise all Flexcube, Network, Self-service channels, Data centre infrastructure change activities from initial request through technical review and implementation, organize and coordinate change implementation plans.
3. Maintain all change documents, archiving them, ensure retention of historical documents for future use.
4. Provide support and guidance on methods, procedures and requirements to change implementers.
5. Assist employees with document issuance, access and storage of records as requested.
6. Ensures that weekly and monthly statistics, change progress and performance reports, and graphical aids are completed and continually modified to meet the needs of the ICT department.
7. Stay up to date on and follow all procedures related to this job which can affect the quality of products or services provided to customers.

Attributes:

1. Extensive knowledge in ITIL and Change management framework. Good Knowledge in banking applications and operations.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem, Confident, good oratory and communication skills.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

1. At least three years working experience in ICT & banking environment preferably in Change, Configuration and Release sections.

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2. Bachelor degree in Computer Science, Information technology or related discipline.
3. Professional certifications in ITIL is mandatory, Project Management, Flexcube, Sybrin or OPICS certification will be an added advantage.

Systems Analyst (Core Applications)

Job Title: Systems Analyst (Core Applications)

Reporting To: Service Desk Manager

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for resolution and closure of all incidents and problem logged into Manage Engine from branches & HQ on issues pertaining to Core banking applications (Flexcube, Sybrin, SFI, Cregora, Opics, Risk Management system etc).
Ensuring SLA(s) and customer expectation are met.
2. Responsible for preparation of daily, weekly, and monthly statistics, status reports, and graphical aids and continuously improvise them so as to meet the needs of the department.
3. Accurately communicates pertinent information. Assists in the development and implementation of continuous service improvement programs/process both within service management section and across ICT department.
4. Responsible for ensuring compliance of Service Desk functions, policies, procedures, guidelines and practices are followed by core applications end users.
5. Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
6. To maintain a high degree of customer service for all support queries and adhere to all service management principles , acting as a single point of contact for all issues reported at service desk.

Attributes:

1. Extensive knowledge in core banking applications (Flexcube, Sybrin, OPICS, Swift, Cregora etc)
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.

4. Positive self-esteem, Confident, good oratory and communication skills.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

1. At least 2 years working experience in banking operations environment preferably in branches.
2. Bachelor degree in Computer Science, Information technology or related discipline.
3. Professional certifications in ITIL is mandatory, Flexcube, Sybrin or OPICS certification will be an added advantage.

Systems Analyst (LAM)

Job Title: Systems Analyst (Logical Access Management)

Reporting To: Service Desk Manager

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Act as a single point of contact for provision, deletion and transfer of access requests for different applications such as Flexcube, Sybrin, domain access, Cregora and etc.
2. Responsible for resolution and closure of all access requests fulfillment logged into Manage Engine from branches & HQ ensuring SLA(s) and customer expectations are met.
3. Custodian of Access Management document, ensuring it's constantly updated on quarterly basis, reviewing roles, as well as getting signoff from management whenever a new system is introduced which need access provision from Service desk.
4. Accurately communicates pertinent information. Assists in the development and implementation of continuous service improvement programs/process both within service management section and across ICT department.
5. Responsible for ensuring compliance of local access management functions, policies, procedures, guidelines and practices by all stakeholders.
6. Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
7. To maintain a high degree of customer service for all support queries and adhere to all service management principles, acting as a single point of contact for all issues reported at service desk.

Attributes:

1. Good knowledge in core banking applications (Flexcube, AD/Exchange etc, Sybrin etc) as well as branch operations.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem, Confident, good oratory and communication skills.

Qualifications and Experience:

1. At least two years working experience in banking operations environment preferably in branches.
2. Bachelor degree in Computer Science or related discipline.

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3. Professional certification in ITIL is mandatory, Branch operation training, Flexcube and Sybrin training/ certification will be an added advantage.

Systems Analyst (Support Applications)

Job Title: Systems Analyst (Support Applications)

Reporting To: Service Desk Manager

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for resolution and closure of all incidents and problem logged into Manage Engine from branches & HQ on issues pertaining to banking support applications (BI & Analytics /SAP, DMS , I & W & Archive systems, AD/Exchange & collaboration (SCCM, SCOM), Recon Engine etc) Ensuring SLA(s) and customer expectations are met.
2. Responsible for preparation of daily, weekly, and monthly statistics, status reports, and graphical aids and continuously improvise them so as to meet the needs of the department.
3. Accurately communicates pertinent information. Assists in the development and implementation of continuous service improvement programs/process both within service management section and across ICT department.
4. Responsible for ensuring compliance of Service Desk functions, policies, procedures, guidelines and practices are followed by support applications end users.
5. Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
6. To maintain a high degree of customer service for all support queries and adhere to all service management principles, acting as a single point of contact for all issues reported at service desk.

Attributes:

1. Extensive knowledge in core banking applications (BI & Analytics /SAP, AD/Exchange & collaboration (SCCM, SCOM) etc)
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem, Confident, good oratory and communication skills.
5. Ability to present technical data in a comprehensive, yet clear manner.

Qualifications and Experience:

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1. At least 2 years working experience in banking operations environment preferably in branches or customer.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certifications in ITIL is mandatory, BI & Analytics /SAP, AD/Exchange & collaboration (SCCM, SCOM certification or training will be an added advantage).

Senior Manager Branches Technology Support

Job Title: Senior Manager Branches Technology Support

Reporting To: Head of Technology Services and Infrastructure

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient ICT services at branches and HQ (Working Tools, ATM/POS and Power Systems) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, directing, reporting and administration if the team managing branch working tools (Desktops, Laptops, Teller Printers, MFP's, Photocopiers, Flatbed scanners, Cheques Scanners, Agri-vouchers scanners, forex boards, Note Machines: Detectors, Counting, Sorting, Strapping), asset management, branch power systems and ATM/POS terminals.
2. Responsible for managing the team in charge of Asset Management, Maintaining current inventory, Managing of disposal process and managing the life cycle of branch working tools.
3. Managing the team responsible for supervision and attendance of all planned maintenance activities such as preventive and corrective maintenance at branches on desktop computers, file servers, report and teller printers, banknote counting machines, digital cheque scanners, ultraviolet light detectors, CCTV and DVR/NVR gadgets, multifunctional printers, forex digital displays, note binding machines etc.
4. Manage / Supervise Vendors (Quality Assurance) when conducting planned and unplanned maintenance of working tools, ATMs & POS, Power utilities etc.
5. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.
6. Responsible for Providing Level One (L1) support for UPS, Inverters, Generator & Solar systems at branch and offsite ATMs locations.
7. Responsible for planning, supervising and providing Level two (L2) on-site support for ATMs & POS issues that are within NMB's responsibility: Power, Air-Condition, Network, KAL ATM software and vendor management (SCI etc) on issues pertaining to ATM & POS incidents and systems (e.g. KAL).

8. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of attaining particular service from suppliers, working tools etc to aid management in making implementation decisions.
9. Manage relationships with business units, vendors and respective service level agreements.
10. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Good knowledge in ATM, POS, Power, Computer & Security Peripherals, and other branch supporting peripherals.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least five years working experience in banking operations environment.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certification in ITIL is mandatory; MBA, knowledge in banking operations, ATM/POS terminals and switch, Electrical utilities like Gensets, UPS, Solar etc and self-service channels will be added advantage.

Manager Branches IT Support

Job Title: Manager Branches IT Support

Reporting To: Senior Manager Branches Technology Support

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient ICT Field Support services (Incident, Complain and Communications Management, ICT Service fulfillment Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, reporting and administration of the ICT Field support team and Branch working tools (Desktops, Laptops, Teller Printers, MFP's, Photocopiers, Flatbed scanners, Cheques Scanners, Agri-vouchers scanners, forex boards, Note Machines: Detectors, Counting, Sorting, Strapping).
2. Responsible for Asset Management, Maintain current inventory, Manage disposal process and managing the life cycle of branch working tools.
3. Responsible for managing all ICT Field support working tools incidents and problems logged into Manage Engine from branches & HQ ensuring SLA(s) and customer expectation are met.
4. Responsible for supervision and attendance of all planned maintenance activities such as preventive and corrective maintenance at branches on desktop computers, file servers, report and teller printers, banknote counting machines, digital cheque scanners, ultraviolet light detectors, CCTV and DVR/NVR gadgets, multifunctional printers, forex digital displays, UPS and power inverters, power generators, note binding machines etc.
5. Manage ICT Zone Support Officers: Prepare effective Preventive Maintenance (PM) Schedule & logistics and periodic reporting and feedback mechanism.
6. Manage / Supervise Vendors (Quality Assurance) when conducting planned and unplanned maintenance of working tools.
7. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.
8. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of attaining particular service from suppliers, working tools etc to aid management in making implementation decisions.
9. Manage relationships with business units, vendors and respective service level agreements.
10. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Good knowledge in branch working tools and other branch Computer & Security Peripherals.

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2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least four years working experience in banking operations environment preferably in Field support teams.
2. Bachelor degree in Computer Science or related discipline.
3. Professional certification in ITIL is mandatory; Management, CCNA, and knowledge in branch operations, branch utilities support will be an added advantage.

Branches IT Support Administrator

Job Title: Branches IT Support Administrator

Reporting To: Manager Branches IT Support

Location: Head Office

Job Purpose:

Perform daily maintenance and support of NMB working tools at HQ and branches, quality assurance of work done by suppliers and service delivery that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for daily and scheduled maintenance of HQ and Branch working tools (Desktops, Laptops, Teller Printers, MFP's, Photocopiers, Flatbed scanners, Cheques Scanners, Agri-vouchers scanners, forex boards, Note Machines: Detectors, Counting, Sorting, Strapping).
2. Responsible for updating and maintenance of Asset Management database, current inventory, disposal process and managing the life cycle of branch working tools.
3. Responsible for resolution and closure of support working tools incidents and problems logged into Manage Engine from branches & HQ ensuring SLA(s) and customer expectation are met.
4. Responsible for attendance of all planned maintenance activities such as preventive and corrective maintenance of working tools.
5. Supervise Vendors (Quality Assurance) on site when conducting planned and unplanned maintenance of working tools.
6. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.

Attributes:

1. Good knowledge in branch working tools and other branch Computer & Security Peripherals.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.

Qualifications and Experience:

1. At least 3 years working experience in banking operations environment preferably in Field support teams.
2. Bachelor degree in Computer Science or related discipline.

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3. Professional certification in ITIL is mandatory; knowledge in branch operations, branch utilities support will be an added advantage.

Manager Branches Power Systems

Job Title: Manager Branches Power Systems

Reporting To: Senior Manager Branches Technology Support

Location: Head Office

Job Purpose:

To plan, organize and lead a team to deliver cost effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for planning, supervising, reporting and administration of the ICT Field support team which manages branch power utilities (Uninterruptible Power Supply (UPS), Generators, Power Inverters and Solar Power sources).
2. Manage / Supervise Vendors (Quality Assurance) when conducting planned and unplanned maintenance of power systems.
3. Responsible for managing all power systems incidents and problems at branches ensuring they are logged into Manage Engine for both branches & HQ, ensuring SLA(s) and customer expectation are met.
4. Responsible for supervision and attendance of all planned maintenance activities such as preventive and corrective maintenance at branches of UPS and power inverters, power generators, Solar power utilities as well attending all emergency power incidents and failures on site.
5. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.
6. Responsible for ensuring power utilities and wiring/cabling at server rooms, data cabinets and ATM rooms (onsite) are well managed and in compliance with agreed corporate standards.
7. Manage operational costs; Perform cost-benefit and return on investment analyses for proposed solutions or cost of attaining particular services, devices or support for Power systems etc to aid management in making implementation decisions.
8. Manage relationships with business units, vendors and respective service level agreements.
9. Direct, manage, develop and provide guidance to direct reporting staff; conduct performance reviews and corrective action.

Attributes:

1. Good knowledge in Generators, UPS, Solar and Inverters and other branch supporting peripherals.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.

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3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.
6. Ability to present technical data in a comprehensive, yet clear manner.
7. Good understanding of the organization's goals and objectives.

Qualifications and Experience:

1. At least 5 years working experience in operations environment preferably in Electrical and power utilities Field supports teams.
2. Bachelor degree in Electrical Engineering, Power Systems or related discipline.
3. Professional certification in ITIL is mandatory; Management and knowledge in branch/site(s) operations, Power utilities support will be an added advantage.

Branches Power Systems Administrator

Job Title: Branches Power Systems Administrator

Reporting To: Manager Branches Power Systems

Location: Head Office

Job Purpose:

Deliver cost effective and efficient ICT Field Support services (Incident, Complain and Communications Management, ICT Service fulfillment Requests etc.) that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Responsible for maintenance and support of all branch power utilities (Uninterruptible Power Supply (UPS), Generators, and Power Inverters and Solar Power sources).
2. Supervise Vendors (Quality Assurance) when conducting planned and unplanned maintenance of power systems.
3. Responsible for resolving all power systems incidents and problems at branches ensuring they are logged into Manage Engine for both branches & HQ, ensuring SLA(s) and customer expectation are met.
4. Responsible for attendance of all planned maintenance activities such as preventive and corrective maintenance at branches of UPS and power inverters, power generators, Solar power utilities as well attending all emergency power incidents and failures on site.
5. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.
6. Responsible for ensuring power utilities and wiring/cabling at server rooms, data cabinets and ATM rooms (onsite) are well managed and in compliance with agreed corporate standards.

Attributes:

1. Good knowledge in branch power utilities and other branch Computer & Security Peripherals.
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to develop and grow people in a stimulating and motivating environment.
4. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
5. Positive self-esteem, Confident, good oratory and communication skills.

Qualifications and Experience:

1. At least 3 years working experience in banking operations environment preferably in power utilities support.
2. Bachelor degree/Advanced Diploma in Electrical Engineering, Power Engineering or related discipline.

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3. Professional certification in ITIL is mandatory; knowledge in branch operations, branch utilities support will be an added advantage.

Systems Analyst (ATM/POS Support)

Job Title: Systems Analyst (ATM/POS Support)

Reporting To: ATM & POS Manager

Location: Head Office

Job Purpose:

Perform daily maintenance and support of NMB ATM/POS infrastructure at HQ and branches, quality assurance of work done by suppliers and service delivery that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

1. Perform daily maintenance and administration of the ATM & POS infrastructure and vendor management (SCI etc) on issues pertaining to ATM & POS incidents and systems (e.g. KAL).
2. Provide Level two (L2) on-site support for ATMs & POS issues that are within NMB's responsibility: Power, Air-Condition, Network, KAL ATM software.
3. Responsible for installation of new ATM / POS on site and provision of ATM and KAL software operational training to branch ATM custodians.
4. Resolve all ATM & POS incidents and problems logged into Manage Engine from branches & HQ ensuring SLA(s) and customer expectation are met.
5. Manage Escalations to Vendors and follow-up for ATM / POS issues that are outside NMB's responsibility: Hardware replacement, etc.
6. Ensures that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.

Attributes:

1. Good knowledge in ATM/POS terminals, ATM switch, and card products such as Master Card , Card less products and ATM Monitoring tools etc
2. Committed to the values of integrity, accountability, transparency, scientific rigor and drive.
3. Ability to quickly understand new technologies' benefits and how these may impact current business practices.
4. Positive self-esteem, Confident, good oratory and communication skills.

Qualifications and Experience:

1. At least 3 years working experience in banking operations environment preferably in ATM/POS Field support teams.
2. Bachelor degree in Computer Science, Information Technology or related discipline.
3. Professional certification in ITIL is mandatory; knowledge in branch operations, branch ATM/POS, ATM Switch will be an added advantage.

