

## Manager, Digital Channels & Innovation

### Background

DCB Commercial Bank PLC is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 9 branches, over 700 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We invite suitably qualified candidates to fill the positions of **Manager, Digital Channels & Innovation**. The successful candidate will be responsible for managing overall branch budget as well as working within approval limits.

### Key Responsibilities

- Creating a technology roadmap that outlines the future direction for digital banking solutions, including the adoption of new technologies and platforms.
- Ensuring that the digital architecture supports the bank's strategic goals and provides a competitive edge. Designing robust, scalable, and secure digital banking solutions, including mobile banking, online banking, back-office process automations, and other digital channels.
- Planning and implementing the integration of digital banking systems with existing core banking systems and third-party services.
- Designing security architecture to protect digital banking platforms from threats and ensure the confidentiality, integrity, and availability of data.
- Ensuring that all digital banking solutions comply with regulatory requirements, industry standards, and internal policies.
- Overseeing the implementation of digital banking projects, ensuring they are completed on time, within budget, and meet quality standards.
- Working closely with development teams, IT operations, and business units to ensure seamless implementation and deployment of digital banking solutions.
- Defining and monitoring key performance indicators (KPIs) to measure the performance, reliability, and user experience of digital banking solutions.
- Driving innovation by exploring new digital banking features, services, and delivery models to enhance the customer experience.
- Leading and mentoring a team of architects, developers, and engineers, fostering a collaborative and innovative environment.
- Providing regular reports to senior management on the status, progress, and performance of digital banking projects and systems.

### Qualifications and Experience

- University Degree in Computer Science, Software Engineering, Telecommunications Engineering or related.
- At least 5 years of related experience, preferably in financial institutions or FINTECHs.
- Ability to build effective working relationships with user departments, external vendors and other stakeholders.
- Strong verbal communication and storytelling skills
- Strong analytical, problem solving & written communication skills, with ability to write management reports.
- Trained and experienced in managing technology projects using one of the internationally recognized frameworks.
- Knowledge in customer experience.

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number **DCB-BM-05/2024** on the subject of the email. To be considered, **your applications MUST be submitted through [recruitment@dcb.co.tz](mailto:recruitment@dcb.co.tz)** not later than **13<sup>th</sup> June 2024**. Hard copy applications will not be accepted.