



JOB TITLE: API Integration Developer - Assistant Manager
REPORTING TO: Manager – Core Applications Support & Business Analysis
DEPARTMENT: Technology
HOURS OF WORK: 8am - 5pm Monday to Friday. Additional hours as required by workload.

1. PURPOSE OF JOB:

Incumbent in this position shall perform all duties related to the review, assessment, and development of business processes. To collaborate with a team of software developers (External) in studying bank operations; designing, build, test and install software solutions or modify/upgrade existing applications; support and develop software to meet key business goals.

2. PRINCIPLE ACCOUNTABILITIES:

2.1 PRINCIPAL RESPONSIBILITIES:

- Create designs for technical solutions to resolve business problems and tryout components of new systems for efficiency.
- Actively participate in systems/projects scoping, design, and pricing exercises as part of the development and business teams' processes.
- Work with Manager Core Applications Support and Business Analyst to ensure resource utilization targets are met.
- Responsible for bringing together components, software subsystems into a whole and ensuring that those subsystems function together by:
 - Studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas.
 - Determining operational feasibility by evaluating impact analysis, problem definition, user requirements, proposed solutions and efforts required.
 - Documenting and demonstrating solutions, flowcharts, layouts, diagrams, charts, code comments and clear pseudo-codes.
 - Developing and conducting testing plans and procedures based upon system requirements.
- Identify systems deficiencies and implement effective solutions.
- Communicating and enforcing coding standards; and recommending changes in policies, processes and procedures.
- Research, evaluate, and recommend systems/equipment/technologies based on user requirements and ICT system enterprise architecture.
- Updating job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

3. SKILLS:

- Bsc in Computer Science, Engineering or a related field
- Agile/Scrum certification as an added advantage.
- At least 4 years' experience in the software development industry.
- At least 3 years' experience developing mobile applications (native and/or hybrid), iOS/Android/Windows
- Experience with integrations with Banks products/systems is an added advantage.
- Experience with variety of databases and object-relational mapping (ORM) frameworks.
- Experience with DevOps tools and practices, including CI/CD, Automated Builds & Release Pipelines, etc.
- Software design principles, patterns, and techniques, like solid, clean code, design patterns and thinking.



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4. QUALITIES:

- Knowledge of the trending banking software's and technologies in the market
- Excellent written and oral communication
- Sense of when to escalate a problem or ask for assistance
- Problem-solving and follow-through; pragmatic and thorough
- Familiarity with Agile's Scrum development methodologies
- Fluent in at least one of the languages (Java, C++, Kotlin) – Java as an added advantage
- Knowledge on varieties of MVC frameworks/systems – Spring or Java EE as an added advantage
- Deep knowledge of mobile frameworks at the OS level (iOS, Android & Windows)
- Familiar with the latest mobile application trends and technologies in banking

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Application deadline:- **29th May 2023**



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JOB TITLE: Alternative Channels Officer
REPORTING TO: Head Alternative Channels & Digital Transformation
DEPARTMENT: Retail- Alternative Channels & Digital Transformation
REGION: Dar Es Salaam
HOURS OF WORK: Monday to Friday. 8:00am – 5:00pm. Additional hours as required by workload

1. PURPOSE OF JOB:

To implement the bank's alternative channels strategy with a specific focus on cards (Prepaid & Debit), mobile banking and Internet banking in coordination with the branches network to increase registration/adoption and usage.

2. PRINCIPLE ACCOUNTABILITIES:

2.1. Ensure the long-term prosperity of the business.

- Research, analyze, propose, and implement solutions for all three products (Mobile banking, cards & Internet banking by working with product development teams
- Negotiate and maintain co-operations and partnership agreements with service providers, card schemes and other financial institutions.
- Establish and achieve annual sales and activity targets for all three products in line with the marketing plan.

2.2. Ensure good levels of customer service.

- Build, maintain and improve efficient and user-friendly services on all three product platforms (Process Improvement).
- Measure and analyze customer satisfaction feedback by regularly working with the Contact center team on research activity and responding appropriately.
- Responsible for effective enterprise-wide dissemination of knowledge of the three products.
- Managing the service quality within cross-functional departments (delivery time, knowledge, friendliness, efficiency, transparency).

2.33. Meet financial targets.

- Prepare, agree and be responsible for all components of the budget for Cards (Prepaid & Debit), Mobile banking & Internet banking.
- Engage with branch network to grow the portfolio, coordinating with partners and driving activation programs for respective card portfolios, mobile banking & internet banking.
- Develop, analyze, and interpret product-related MIS reports and act as appropriate.
- Monitor industry trends and evaluate both financial institutions and non-traditional competitor practices and pricing.
- Ensure that all activities are aligned with Exim's retail strategy and segmentation rules.
- Value management for all three product marketing activities (Acquisition costs, Break Even, Pay Back).
- Managing by standards (process design, reports, P&L, calculations, concepts etc.).

3. SKILLS:

- Graduate with relevant banking knowledge and experience
- Computer literate
- Good communication skills
- Good organization skills



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4. QUALITIES:

- Effective communication skills
- Hardworking and flexible individual
- Good Team player
- Coordination skills
- Adaptability
- Flexibility

5. OTHER:

- Carry out work in accordance with the bank's procedures.
- Perform the assigned tasks with due diligence.
- Eliminate waste of whatever form, suggest the use of new practices, and contribute to the continuous improvement of the bank.

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JOB TITLE: Assistant Manager – Core Banking Administration
REPORTING TO: Manager - CBS
RESPONSIBLE FOR: Core Application support
DEPARTMENT: Technology
HOURS OF WORK: 8am - 5pm Monday to Friday. Additional hours as required by workload.

1. PURPOSE OF JOB:

Incumbent in this position shall perform all duties related to the review, assessment, and development of business processes. Focus is on the effective use of resources, both people and technology in the execution of bank's mission.

Functioning in a liaison capacity, incumbent should analyze and translate business requirements into system and /or business process changes. Incumbent should act a change agent to facilitate effective deployments/modifications to current practices.

2. PRINCIPLE ACCOUNTABILITIES:

2.1 PRINCIPAL RESPONSIBILITIES:

- Create designs for technical solutions to resolve business problems and try out components of new systems for efficiency.
- Reach out to business and project managers in the course of work in order identify and evaluate user and business requirements.
- Create and facilitate cost efficient solutions & analyze systems specification to meet business requirements.
- Supervise all integration processes with new clients and other third-party vendors.
- Ensure accurate documentation that may include all systems aspects such as business requirements, client requirements and technical specifications.
- Supervise project development processes with business and vendors for successful execution of projects.
- Carryout research on how technology systems are used and suggest ways for system improvement and efficiency.
- Coordinate change management process and project management process between PMO, Technology and business units in adherence to the laid-out policies and procedures.
- Develop strong relationships with external vendors, business teams, and other upstream and downstream support teams
- Develop strong technical expertise in banking technology and associated applications to understand the end to end transaction flows of applications across Exim bank.
- Perform and seek to continuously improve the monitoring of the application environment and supporting infrastructure.

3. SKILLS:

- Bachelor's degree (or equivalent) in IT or Computer Science or related field.
- Minimum three years working experience in supporting banking applications and participating technology projects.
- Good understanding of API-driven integrations and associated languages
- Good Understanding of key peripheral banking applications (SWIFT, Treasury applications, workflow applications and BOT Applications)
- Proven technology back-end skills
- Business processes mapping and modelling
- Strong customer service and troubleshooting skills



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4. QUALITIES:

- Ability to communicate technical and functional information using both verbal and written means, to a wide range of end-users
- Fluency in spoken and written English
- Good integrity, supportive, highly committed individual
- Self-drive and positive attitude
- Team player and flexible individual

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JOB TITLE: IT Service Management Specialist - Assistant Manager
REPORTING TO: Senior Manager - IT
DEPARTMENT: Technology
HOURS OF WORK: 8am - 5pm Monday to Friday. Additional hours as required by workload.

1. PURPOSE OF JOB:

Incumbent is responsible for ensuring that the Information Technology services provided by the bank meet the needs of internal & external customers and operate as efficiently as possible. Planning and implementing IT Service Management processes, software and tools to optimize IT service delivery and reduce costs.

2. PRINCIPLE ACCOUNTABILITIES:

2.1 PRINCIPAL RESPONSIBILITIES:

- Lead the design and implementation of the NGEN Service Management Framework, COBIT Governance Framework and Operating Model based on ITSM Best Practices
- Successfully transforming the IT organization by delivering best practices supporting Service Management and overall Operations Service Delivery
- Provide direction and goal setting on strategy and operations.
- Contribute to design and solution development activities.
- Responsible for leading a team of professionals in the areas of service transformation, Service Management, metrics and reporting.
- Define roles and responsibilities for the new Service Management organization.
- Promote and champion the benefits of Incident, Problem, Change, Request, Knowledge Management, CMDB and other IT Service Management processes.
- Responsible for incorporating new services into the service catalog and service delivery model.
- Accountable for building and publishing the service catalog.
- Oversee process to ensure the Service Level Agreements (SLAs) and supporting Operating Level Agreements (OLAs) are developed and published.
- Responsible for measuring and quantifying performance and compliance
- Develop performance measures and consistently report metrics.
- Lead continual service improvement and ongoing process maturity through regular reviews of the process and tools, trend analysis and metrics reporting and through regular engagement with stakeholders
- Partner with services teams to deliver a service operations strategic plan and roadmap
- Provide tactical and strategic recommendations based on ITSM KPIs

3. QUALIFICATION & EXPERIENCE:

- Degree in Information Systems, Computer engineering, Business Administration or equivalent.
- Analytical Thinking.
- ITIL certifications will be an added advantage.
- Experience in handling large project teams that include other project managers, Specialists, administrative support, and third-party vendors.
- Understanding of the customer segments and Telecom products.



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- 5 years' experience in ICT service delivery management in banking/financial industry, preferably with exposure to core banking system and branch support/operations.
- Knowledge of the trending banking software's and technologies in the market
- Excellent written and oral communication.
- Sense of when to escalate a problem or ask for assistance.

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