



## GENERAL

**Job Title:** Senior Officer – Business Analyst  
**Department/ Division:** Information Technology

**Number of Vacancies:** 1

## BASIC PURPOSE

The Business Analyst's role is to bridge between business needs and technology solutions. The resource analyze business processes, gather requirements, and work with IT teams to implement technology solutions that improve efficiency and meet business goals.

## MAIN DUTIES AND RESPONSIBILITIES

- Work with stakeholders to understand business needs and document functional and non-functional requirements.
- Identify inefficiencies in current business processes and recommend technology-based improvements.
- Collaborate with developers and IT teams to ensure systems meet business needs.
- Act as a liaison between business users and IT teams to ensure smooth implementation.
- Use data to support decision-making and evaluate system performance.
- Assist end-users in adapting to new systems and tools. Cultivate and disseminate knowledge of quality assurance best practices.

## KNOWLEDGE, SKILLS, QUALIFICATIONS & EXPERIENCE

### Knowledge

- Business Process Modeling – BPMN, UML, flowcharts
- Requirement Documentation – User stories, use cases, BRD (Business Requirements Document)
- Technical Knowledge – Understanding of databases, APIs, and system architecture
- Communication & Problem-Solving – Ability to translate business needs into IT solutions

### Skills

- System Analysis, Decision Making, Relationship Development
- Good numerical skills and an understanding of statistics

### Qualifications

- First degree in Business or ICT related Discipline; Knowledge of business modelling conventions

### Experience

- Minimum of 2 – 5 years experience

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**Application Deadline: Monday 3<sup>rd</sup> March, 2025.**



<b>GENERAL</b>
<b>Job Title:</b> Senior Officer – Business Intelligence <b>Department/ Division:</b> Information Technology  <b>Number of Vacancies:</b> 1
<b>BASIC PURPOSE</b>
Business Intelligence Officer is responsible for analyzing business data and providing insights to help bank make strategic decisions. The resource focus on collecting, processing, and visualizing data to improve efficiency, profitability, and overall business performance.
<b>MAIN DUTIES AND RESPONSIBILITIES</b>
<ul style="list-style-type: none"><li>• Gathering data from multiple sources (databases, CRM, ERP systems, etc.)..</li><li>• Analyzing complex data sets to identify trends, patterns, and insights that can help guide business decisions and strategy</li><li>• Utilizing statistical methods and machine learning models to forecast future trends and help organizations plan for upcoming challenges and opportunities.</li><li>• Providing actionable recommendations based on data insights.</li><li>• Providing actionable insights and strategic recommendations to senior management, based on analysis, to drive business growth, optimize operations, and mitigate risks.</li><li>• Creating visual representations of data (charts, graphs, heatmaps) to make complex data easier to understand for non-technical stakeholders.</li><li>• Developing key performance indicators (KPIs) and tracking metrics to measure business performance against goals.</li></ul>
<b>KNOWLEDGE, SKILLS, QUALIFICATIONS &amp; EXPERIENCE</b>
<b>Knowledge</b> <ul style="list-style-type: none"><li>• Ability to use statistical methods to analyze data, identify patterns, and derive actionable insights</li><li>• Strong skills in SQL for querying databases and extracting relevant data</li><li>• Power BI &amp; Power Query Fundamentals</li><li>• Python &amp; SQL Fundamentals</li><li>• Ability to approach complex business problems using data and find innovative solutions through analysis.</li><li>• Critical thinking to interpret data correctly and make data-driven recommendations.</li><li>• Ability to work with cross-functional teams (e.g., IT, finance, marketing) to understand business needs and integrate BI solutions effectively.</li></ul> <b>Skills</b> <ul style="list-style-type: none"><li>• Strong interpersonal skills for collaborating with other departments and aligning BI initiatives with overall company objectives.</li></ul> <b>Qualifications</b> <ul style="list-style-type: none"><li>• First degree in Business or ICT related Discipline; an MBA is an added advantage.</li></ul> <b>Experience</b> <ul style="list-style-type: none"><li>• A minimum of 2 years work experience in a similar field.</li></ul>

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<b>GENERAL</b>
<p><b>Job Title:</b> Senior Officer - Channel Application Support <b>Department/ Division:</b> Information Technology</p> <p><b>Number of Vacancies:</b> 1</p>
<b>BASIC PURPOSE</b>
<p>The Channel Application Support officer is responsible for maintaining, troubleshooting, and optimizing digital banking channels such as mobile banking, internet banking, ATMs, POS systems, and API integrations. They ensure that banking applications run smoothly, are secure, and provide a seamless experience for customers and internal users.</p>
<b>MAIN DUTIES AND RESPONSIBILITIES</b>
<ul style="list-style-type: none"><li>• Monitor and maintain banking applications, ensuring minimal downtime and optimal performance.</li><li>• Troubleshoot and resolve technical issues related to banking channels.</li><li>• Work with vendors and development teams to implement updates, patches, and new features.</li><li>• Ensure applications comply with banking regulations, security policies, and industry standards.</li><li>• Assist branch staff, customers, and other stakeholders with application-related issues.</li><li>• Manage APIs and middleware connecting banking channels to core banking systems.</li><li>• Use monitoring tools to track system performance and generate reports for management.</li><li>• Supporting issues raised via service desk and ensure escalated tickets are closed timely.</li><li>• Ensuring issues are sorted within the SLA time.</li></ul>
<b>KNOWLEDGE, SKILLS, QUALIFICATIONS &amp; EXPERIENCE</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"><li>• Banking Systems Knowledge – Core banking applications- Finacle, digital banking platforms</li><li>• Understand IT Service Management (ITSM) – Incident, problem, and change management (ITIL framework)</li><li>• Understanding of cybersecurity principles and banking regulations</li><li>• Ability to work with IT teams, vendors, and business users</li><li>• Knowledge of IT related practices, principles and regulations</li><li>• An ability to work in tight deadlines and within constraints</li><li>• Able to operate in a performance driven organization</li></ul> <p><b>Skills</b></p> <ul style="list-style-type: none"><li>• Technical Skills – SQL, Unix/Linux, API integration, application servers</li><li>• Monitoring &amp; Troubleshooting skills</li></ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"><li>• Degree in Computer Science, IT, or related qualification.</li></ul> <p><b>Experience</b></p> <ul style="list-style-type: none"><li>• A minimum of 2 years work experience in a similar field.</li></ul>

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<b>GENERAL</b>
<p><b>Job Title:</b> Data Science Officer <b>Department/ Division:</b> Information Technology</p> <p><b>Number of Vacancies:</b> 1</p>
<b>BASIS PURPOSE</b>
Data Science Officer is responsible to analyze and interpret complex data to help bank make informed decisions. The resource uses a mix of statistics, programming, machine learning, and domain knowledge to extract insights from structured and unstructured data.
<b>MAIN DUTIES AND RESPONSIBILITIES</b>
<ul style="list-style-type: none"><li>• Gathering raw data from different sources and preparing it for analysis.</li><li>• Identifying patterns, trends, and relationships in data.</li><li>• Building predictive models to automate decision-making</li><li>• Presenting insights in an understandable way using tools like Matplotlib, Tableau, or Power BI.</li><li>• Helping bank optimize operations, improve customer experiences, and increase profits.</li></ul>
<b>KNOWLEDGE, SKILLS, QUALIFICATIONS &amp; EXPERIENCE</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"><li>• Ability to understand data distributions, hypothesis testing</li><li>• Power BI &amp; Power Query Fundamentals</li><li>• Python, R &amp; SQL Fundamentals</li><li>• Ability to approach complex business problems using data and find innovative solutions through analysis.</li><li>• Translating data insights into actionable business strategies</li><li>• Ability to operate in a performance driven organization</li></ul> <p><b>Skills</b></p> <ul style="list-style-type: none"><li>• Strong skills in SQL for querying databases and extracting relevant data</li></ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"><li>• Degree in Computer Science, IT, or related qualification.</li></ul> <p><b>Experience</b></p> <ul style="list-style-type: none"><li>• A minimum of 2 years work experience in a similar</li></ul>

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## GENERAL

**Job Title:** Officer - Quality Assurance & Testing Lead

**Department/ Division:** Information Technology

**Number of Vacancies:** 1

## BASIC PURPOSE

The Quality Assurance Analyst's role is to develop and establish quality assurance standards and measures for the information technology services within the organization. This individual will also gather and analyse data in support of business cases, proposed projects, and systems requirements. This will include writing test plans and scripts for tracking defects and fixes in product development, software application development, information systems, and operations systems. The QA Analyst will apply proven analytical and problem-solving skills to help validate IT processes through careful testing in order to maximize the benefit of business investments in IT initiatives.

## MAIN DUTIES AND RESPONSIBILITIES

- Develop and establish quality assurance measures and testing standards for new applications, products, and/or enhancements to existing applications throughout their development/product lifecycles.
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in IT systems and projects across the organization.
- Liaise with vendors and suppliers in assessing applications and/or systems under consideration for purchase.
- Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.
- Conduct internal audits to measure and assure adherence to established QA standards for software development, application integration, and information system performance, and corresponding documentation.
- Create and execute test plans and scripts that will determine optimal application performance according to specifications.
- Verify and revise quality assurance standards as needed.
- Ensure that testing activities allow applications to meet business requirements and systems goals, fulfill end-user requirements, and identify existing or potential issues.
- Collaborate with software/systems personnel in application testing, such as system, unit, regression, load, and acceptance testing methods.
- Communicate test progress, test results, and other relevant information to project stakeholders and management.
- Test any new software to ensure integration into company systems meets functional requirements, system compliance, and technical specifications.
- Analyze formal test results in order to discover and report any defects, bugs, errors, configuration issues, and interoperability flaws.
- Assist in the development of change control processes, practices, and guidelines for new and existing technologies.
- Participate in developing, distributing, and coordinating in-depth end-user reviews for modified and new systems or applications.
- Cultivate and disseminate knowledge of quality assurance best practices.
- Ensure that testing activities will allow applications to meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues.
- Collaborate with analysts, designers, and system owners in the testing of new software programs and applications.
- Ensure that any new software integration into company systems meets functional requirements, system compliance, and interface specifications.
- Review and analyze the effectiveness and efficiency of existing systems and develop testing strategies for improving or leveraging these systems.

## KNOWLEDGE, SKILLS, QUALIFICATIONS & EXPERIENCE

### Knowledge

- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
- Proven data analysis, data verification, and problem-solving abilities.
- System Analysis, Decision Making, Relationship Development

### Skills

- Good numerical skills and an understanding of statistics
- Leadership, Planning and Organisation skills
- Able to prioritize and execute tasks in a high-pressure environment.

### Qualifications

- First degree in Business or ICT related Discipline; an MBA is an added advantage. Knowledge of business modelling conventions and/or a mainstream software development framework (e.g. CMMI) are an advantage.

### Experience

- Minimum of 2 – 5 years IT Service Delivery experience or Minimum of 2 years Technical Account Management and Project Management experience for Financial Services ICT solution Provider
- Experience in overseeing the design, development, and implementation of quality assurance standards for software testing.
- Experience as a QA analyst for major application integration and/or product release.
- Strong knowledge of system testing metrics, best practices and methodologies.
- Direct hands-on experience with ad hoc query programs, automated testing tools, and reporting software.

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<b>GENERAL</b>
<p><b>Job Title:</b> Relationship Managers – Corporate Banking  <b>Department/ Division:</b> Corporate Banking</p> <p><b>Number of Vacancies: 2</b></p>
<b>BASIC PURPOSE</b>
<p>As relationship Manager corporate, you will play a pivotal role in initiating and managing strong client relationship for corporate customers contributing to business development, and ensuring effective business growth for both deposit, loan &amp; advances and quality portfolio management. Primary objective is to contribute to deposit mobilization, revenue generation, loan book growth, risk management and overall client satisfaction.</p>
<b>MAIN DUTIES &amp; RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>▪ To assist in implementing the corporate strategy, responsible for client / business origination and coverage, as well as achieving sales / business targets, in terms of the number of clients acquired and maintained as well as the revenue generated</li> <li>▪ To assess customers’ wallets and cross-sell opportunities and develop plans to increase shares of wallet and ensure profitable business from each customer ecosystem.</li> <li>▪ Explore opportunities in the market and devise strategies for benefits realization, generate track and close sales leads and pipelines to ensure maturity.</li> <li>▪ To manage corporate banking relationships with existing and potential clients with a view to grow further business, compliance with loan convennats, terms and conditions while protecting the Bank’s asset quality and position</li> <li>▪ To prepare credit proposals ensuring quality, accuracy, data integrity and adherence to the Bank’s policies and guidelines and to submit and recommend business proposals through the process chain for necessary approvals as and when required.</li> <li>▪ To keep abreast with all regulatory guidelines (including, but not limited to Bank of Tanzania’s Prudential Regulations) as well as internal requirements of the Bank (including credit policies) and ensure strict compliance</li> <li>▪ Act as bank’s key contact person to corporate customers.</li> <li>▪ Nurture and support to other staff to ensure they have necessary skills and support for effective corporate strategy execution.</li> </ul>
<b>KNOWLEDGE, SKILLS, QUALIFICATIONS &amp; EXPERIENCE</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>▪ The role requires customer focused person, committed and keen business acumen</li> <li>▪ Capable of adjusting plans, strategies, viewpoints, or objectives based on new information, and prepared to seize opportunities</li> <li>▪ Comprehensive knowledge in both Corporate financial solutions</li> <li>▪ Adequate experience in Corporate lending cycles and management.</li> <li>▪ Commendable experience in Credit underwriting.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>▪ Advanced / Expert level on sales, interpersonal and networking skills.</li> <li>▪ Ability to communicate and interact effectively with various external stakeholders.</li> <li>▪ A detailed understanding of banking industry regulation requirements.</li> <li>▪ Persuasion and negotiation skills.</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>▪ Bachelor degree in any bussines related field. Masters degrees and proffesional certification will be added advantage.</li> </ul>

**Experience**

- At least 3 years experience in corporate or 5 years experience in upper SME banking

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GENERAL
<p><b>Job Title:</b> Senior Manager, Brand &amp; Product Marketing  <b>Department/ Division:</b> Marketing</p> <p><b>Number of Vacancies:</b> 1</p>
BASIC PURPOSE
<p>Responsible in shaping and executing the overall marketing strategy for Equity bank Tanzania. Drive the product marketing agenda through developing end to end go to market researched strategies and using marketing intelligence to promote the bank's products in the market ensuring relevancy and consistency, In line with bank's objectives to ensure income growth.</p> <p>Drive Equity's brand positioning in the market and ensure the Equity brand resonates with the consumer at every touch point.</p> <p>As the brand custodian maintaining and upholding the brand across all touchpoints.</p>
MAIN DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none"> <li>▪ Plan and oversee the coordination of the bank's integrated go to market [GTM] strategies of its product and services across multiple channels [ATL &amp; BTL] including promotional activities for both external and internal.</li> <li>▪ Monitor product performance, drive improvements, and adjust marketing strategies to maximize success throughout the product's lifecycle.</li> <li>▪ Monitoring key marketing metrics and developing market segmentation models quarterly.</li> <li>▪ Ensure business and other support partners are thoroughly integrated and engaged to deliver the optimum results of all communications and gtm strategies.</li> <li>▪ Ensure all product marketing have robust measurement frameworks to inform strategic decision making.</li> <li>▪ Work with various cross functional teams, segments, products teams and customer support teams to ensure alignment and efficient execution of product marketing strategies.</li> <li>▪ Monitor competitor activities and market trends to identify opportunities and threats, adjusting marketing strategies accordingly.</li> <li>▪ Conduct customer and market research quarterly to understand market dynamics, preferences, and customer behaviour to inform marketing decisions and strategies.</li> <li>▪ Develop strong relationships with internal key stakeholders where relevant manage cross functional teams to deliver on strategy.</li> <li>▪ Plan and oversee the coordination of the bank's products/services launch campaigns both and internal as per the bank's marketing strategic plan.</li> <li>▪ Campaign management - Manage, monitor, and analyse, creating effective reports accordingly.</li> <li>▪ Oversee the planning of regional and local exhibitions and other special events with commercial nature to support sales and push product marketing.</li> <li>▪ Develop improved initiatives that support the products and services to the segmented markets building and enhancing the bank's brand image.</li> <li>▪ Oversee and ensure consistent implementation of all activities in relation to the brand image across all touch points.</li> <li>▪ Develop improved initiatives that support the products and services to the segmented markets building and enhancing the bank's brand image.</li> <li>▪ Ensure that the product/service maintains a consistent tone that is relevant to the business's brand and the audience, solidifying the brand identity by ensuring consistent, on-time and accurate development, delivery for each brand marketing campaign.</li> <li>▪ Innovate and propose new ways of attaining the highest brand recall possible for the the bank's brand in the market.</li> <li>▪ Own and drive of the development and messaging of the brand narrative.</li> </ul>

- Drive consumer-centric solutions using data and insight to build brand awareness, reach and trial with consumers.
- Oversee the execution of the PR and Corporate affairs strategic plan including stakeholder management and crisis communication management.
- Support bank's desire to be a desired bank and brand through looking for opportunities of advancement.
- Manage the marketing budget effectively and track expenses to ensure cost-effectiveness through out the year.
- Ensure all marketing activities are in compliant with the applicable policies, acts and laws of the country.
- Through the creative design resource, deliver attractive and compelling creatives and campaigns.
- From time to time be required to work on special projects under short notice.

#### **KNOWLEDGE, SKILLS, QUALIFICATIONS & EXPERIENCE**

##### **Knowledge**

- Keen understanding on brand management and product marketing
- Strategic planning.
- Excellent customer service knowledge and ability to impart positive customer relations. Good listener, able to respond to results and consumer research and market trends.
- Excellent commercial / contextual understanding.
- Ability to take initiative and aptitude for quick learning.
- Strong attention to details and ability to work under tight deadlines.
- Excellent communication and organizational skills (both written and spoken) in English and Swahili.

##### **Skills**

- Excellent change management skills
- Excellent interpersonal skills
- Excellent Computer skills
- Strong networking and problem-solving skills

##### **Qualifications**

- Holder of a University Degree or equivalent qualification in Economics, Business Administration, Finance, Marketing Statistics or Research.

##### **Experience**

- 5 + years' experience in in a similar position

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