



JOB TITLE: Technology Vendor Management Specialist (Re-advertised) (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Responsible for overseeing the entire vendor relationship for all Technology contracts ensuring vendor performance, and relationships, and managing end-to-end risk associated with Technology vendors to ensure the bank extracts the most value from the Investment.

Main Responsibilities:

- Develop and standardize technology vendor performance management program.
- Develop a structured IT vendor performance management framework.
- Develop vendor management scorecards and dashboards.
- Build and maintain strong, collaborative relationships with key technology vendor contacts.
- Proactively manage vendor performance to ensure they meet agreed-upon service levels.
- Track and monitor vendor performance against KPIs (Key Performance Indicators).
- Identify and address any performance issues promptly.
- Generate reports on vendor performance for internal stakeholders.
- Work with internal teams to ensure efficient use of vendor services.
- Work with internal Technology teams to define and communicate technology requirements to vendors.

Knowledge and Skills:

- A solid understanding of IT and technology trends.
- Procurement & contract management knowledge
- Legal & compliance knowledge
- Financial acumen

- Able to understand contract risks and to work with other parts of the organization in crafting tactics and strategies for risk mitigation.
- Knowledge of contracting trends, licensing models, and traditional and emerging contract and vendor performance models.
- Knowledge of best practices for IT contract negotiation tactics and strategies.
- Strong planning and organizing skills.
- Ability to communicate clearly, pleasantly, and confidently with technology management stakeholders both orally and written.
- Ability to work on own initiative and be self-driven, prioritizing work with minimum supervision and working to deliver.
- Demonstrates strong analytical, problem-solving, coordination, and decision-making abilities.
- Team player that motivates and educates other team members/change stakeholders.
- Ability to interact with all levels of management, staff, and vendors.

Qualifications and Experience:

- Bachelor's degree in information technology or supply chain management/ or Bachelor of Laws (LLB).
- Preferred professional certificate in vendor/contracts management.
- Minimum of 2 years' experience in vendor and contract management specific in technology domain.

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.

Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 20-Jan-2025

Job closing date : 03-Feb-2025

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