CRDB BANK
The bank that listens

1. JOB TITLE: IT SUPPORT OFFICER

Department: DEPARTMENT OF ICT
Location: Tanzania Head Office
Number of openings: 2

Job Purpose

IT Support Officer will be responsible for managing incidents and requests raised by users through ticketing tool, calls and emails as well as monitoring systems and infrastructure and follow up on any incident emerged from detected system abnormality.

Principle Responsibilities

- Effectively manage Digital Channels systems administration such as Internet Banking, Mobile Banking, Agent Banking, SMS Service.

- Monitoring, integrations and provide 1st level support to internal customers for all Digital Channels systems.

- Provide 24 hour on call support and supervise day-to-day support of these systems.

- Review updates, test and implement changes and/or enhancements in compliance with the Change Management Policy.

- Participating in integration testing projects with third parties

- Responsible for initial tickets, emails assessment, assignment to L2 engineers, prioritization and following up for resolution of all the issues raised to ICT by internal and external customers, third parties and partners.

- Perform service requests in relational to Access Management tasks (creation of new user IDs, assign access rights to users, resetting users' passwords, activating user IDs, disabling user IDs, etc) in accordance with relevant Access Management processes in line with SLAs.

- Proactive and reactive monitoring of technology systems including Servers, Network Infrastructure, Applications, Databases, ATMs, POS as well Data Center environment using the available monitoring tools.

- Provide timely response to all incidents, outages, and performance alerts. Categorize issues for escalation to appropriate technical teams and stakeholders (internal and external) with respect to service performance and availability, including Branches, Business units, Aggregators, MNOs, third parties, who are linked to the Bank's payment systems among others.

- Work with internal and external technical and service teams to create and/or update knowledge base articles.

- Monitor and providing report daily, weekly and monthly on components and services availability, capacity, and performance metrics, including trends analysis.

- Perform any other duty as assigned by the Manager/Supervisor.

Qualifications Required

- Bachelor's Degree in Computer Science, Information Technology, or their equivalent from an accredited institution.

- At least 1-year experience working in IT environment.

- Experience in supporting Self-Service Digital Channels in organizations of similar size and scale

- Experience and ability to work effectively in a dynamic, collaborative

Deadline: 2025-03-21

Employment Terms: CONTRACT

Contract Duration: 1 YEARS

CRDB Commitment

CRDB Bank is dedicated to upholding Sustainability and ESG practices and encourage applicants who share this commitment. The Bank also promotes an inclusive workplace, hence applications from women and individual with disabilities are encouraged.

It is important to note that CRDB Bank does not charge any fees for the application or recruitment process, and any requests for payment should be disregarded as they do not represent the bank's practices.

Only Shortlisted Candidates will be Contacted.

APPLY HERE