

WE ARE HIRING



**Direct Sales Agent
Team Leader**

**Reporting to:
Head of SME**



**Dar es Salaam,
Tanzania**

APPLY NOW

Ecobank Tanzania Limited
Human Resources

**A BETTER WAY
A BETTER AFRICA**

Job Summary:

Identify prospective Banking customers from (Local Corporates Companies, Small and Medium Enterprises firms, NGO's, Various Institutions and Social Groups) for the purpose of Onboarding them to be Ecobank customers.

Key Responsibilities**Business Performance:**

- Represent the Bank and act as first point of contact in the selected market. Record and report client enquiries and complaints or any relevant market feedback to the responsible Bank Officer.
- Keep and submit accurate sales records to responsible Bank Officer to enable payment of commission.
- Ensure Bank's procedures on account opening and KYC/AML and Agent Banking guidelines are strictly followed.
- Comply with the Bank's code of conduct and laws of the country in execution of your duties.
- Selling of POS and QR code/ Tan QR activation for all eligible customers
- Selling of bancassurance to eligible customers (IPF and Cash premium payments).
- Facilitate opening of all type of CMB accounts on behalf of the bank

Qualification & Experience:

- Educational Background: Bachelor's degree in any Business related field of Study
- Professional Experience: 2 years of experience in sales and relationship management from Banking or Telecommunication industry

Application Instructions:

If you are interested and meet the selection criteria, please submit your Curriculum Vitae by **March 24th, 2025** to **ETZ-RECRUITMENT@ecobank.com**.

Please note that only shortlisted candidates will be contacted.

Ecobank Tanzania Limited
Human Resources

Ecobank
The Pan African Bank

WE ARE HIRING



**Senior IT Officer -
Infrastructure
& Integrations**

**Reporting to:
Head,
Technology Services**



**Dar es Salaam,
Tanzania**

APPLY NOW

Ecobank Tanzania Limited
Human Resources

**A BETTER WAY
A BETTER AFRICA**

Job Summary:

To manage IT infrastructure operations and integrations, ensuring seamless and efficient support for both business and regulatory projects.

Key Responsibilities**Business Performance:**

- Manage the integration of various IT systems and applications to enhance business processes.
- Monitor 3rd Party vendors and service providers, evaluating performance and ensure service level agreements are met.
- Review IT- related costs to ensure they remain within the agreed budget.

Customer Management:

- Provide technical support and training to end-users to resolve IT-related issues.
- Ensure timely resolution of user support requests and maintain a high level of user satisfaction.
- Ensuring near-continuous availability of all systems and digital platforms.

Leadership and people management:

- Share knowledge and best practice
- Provide feedback to various supporting units

Process, Controls and Operation Performance:

- Oversee the installation, configuration, and maintenance of the bank's IT infrastructure.
- Manage the integration of various IT systems and applications to enhance business processes.
- Lead IT projects related to infrastructure upgrades, system integrations, and regulatory compliance
- Coordinate with different teams both internal and external to ensure successful projects delivery
- Collaborate with project teams to plan and execute integration strategies for new and existing systems

Strategic Initiatives:

- Support automation of operational processes to maximize work efficiency.
- Infrastructural support on the expansion of branches and ATMs

Qualification & Experience:

Educational Background: Bachelor's degree in computer science, Telecommunication or other related fields of study.

- Cisco Certified Network Professional CCNA routing and switching
- ITIL Foundation certificate in IT service management

Professional Experience: Minimum of 5 years of experience in IT infrastructure management, system integration, and user support, preferably within the banking or financial services sector

Application Instructions:

If you are interested and meet the selection criteria, please submit your Curriculum Vitae by **March 24th, 2025** to ETZ-RECRUITMENT@ecobank.com.

Please note that only shortlisted candidates will be contacted.

Ecobank Tanzania Limited
Human Resources

Ecobank
The Pan African Bank