



1. JOB TITLE: Analyst; Card Finance & Data Science (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Responsible for performing a combination of statistical analysis, machine learning, data visualization, and programming skills to extract valuable information from data, as well as design and implement predictive models or intelligent algorithms to better understand the drivers of Card Business performance and enable improved management decision-making.

Main Responsibilities:

- Create detailed card business dashboards to help assess department performance as well as unit performances and ensure accuracy of dashboard.
- Preparation of Card Business presentations, extracting key insights from data, translate complex analysis into understandable visuals, and present findings in a compelling narrative that aligns with business objectives, and allowing decision-makers to grasp the implications of the data and make informed choices
- Manage the life cycle of card data integration, data extraction, data transformation, data loading, report creation and operational analytics into enterprise data environment.
- Analysis of customer behaviour to identify new sources of revenue, identify need for various campaigns/royalty programs based on behaviour and card usage (in depth analysis on Active/Dormancy for cardholders).
- Monitor internal accounts to follow up targeted cards income and to identify abnormal losses and expenses.
- Verified data integrity and accuracy to enable business units to make correct business decisions.
- Ensure high availability (95) of Card Business reports by proactively scheduling alerts of system failures and working with support team to make sure issues are resolved within agreed SLAs.
- Create in depth analytical reports to help improve efficiency and recommend changes in business units based on management goals in areas such as process automation, cost cutting etc.
- Help in improving business processes and operational efficiency based on in depth analysis performed in different areas/units.
- Check accuracy of data input by branches for deposits on credit/prepaid cards accounts and make appropriate adjustments according to internal procedures and guidelines.

- Perform data analysis of networks fees, cards revenues and expenses.

Knowledge and Skills:

- Understanding of Banking operations and scheme card products.
- Experience in data science, machine learning and deployment of developed solutions.
- Business analysis and requirements gathering.
- Reproducible coding experience
- Working with databases of all kinds
- Experience in at least one Machine Learning language
- Working with multiple teams to deliver predictive models into a production environment
- Communication, Interpersonal & Relationship management Skills
- Coordination skills and proper planning
- Team player, working effectively within a team
- Ability to prioritize, and meet deadlines
- Stakeholder management at Executive and senior management level.
- Critical thinking and decision-making skills

Qualifications and Experience:

- University Degree in Data Science, Computer Science, Accounting or any relevant field.
- A minimum of 2 years' Banking experience preferably in Card Business
- Relevant experience in ICT

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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 : 28-Apr-2025

Job closing date : 12-May-2025

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2. JOB TITLE: Senior Manager; Enterprise Systems (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

- Responsible to plan, organize and lead the support, maintenance, and optimization of all enterprise systems. Ensure enterprise systems comply with internal policies, security standards, audit requirements as well as other compliance requirements.
- Own and lead all projects within the enterprise applications space that include implementation of new systems as well as upgrades/changes of existing systems.

Main Responsibilities:

Enterprise Systems Support and Management

- Oversee the availability, reliability, and performance of all enterprise systems.
- Manage systems capacity, licenses, resolution of incidents, and system changes to ensure optimum performance of the enterprise systems.
- Ensure high availability (HA) and disaster recovery (DR) readiness for all critical enterprise systems.
- Ensure maximum return on investment on all enterprise systems, including Microsoft product suites, HR systems, ERP systems, etc.

Leadership & Team Management

- Mentor, lead, and develop enterprise application systems specialists within the team.
- Develop and implement best practices, training programs, and knowledge-sharing initiatives within the team to continuously improve skills of the team.
- Foster and instill a culture of learning, collaboration, continuous improvement, and innovation within the team.

Stakeholders and Vendors Management

- Manage relationships with business units and vendors and their respective service level agreements.
- Manage systems vendors and other service providers supporting the enterprise systems.
- Ensure innovative, optimum, and cost-efficient license utilization for the enterprise systems.

Incidents, Security, Compliance & Risk Management

- In collaboration with other functions, implement robust standardized security controls including but not limited to access controls, encryption, and patch management.
- Continuously identify, manage, and communicate risks around enterprise systems in line with the bank's Enterprise Risk Framework.
- Provide ownership of all root cause analysis (RCA) engagement and implement preventive actions to eliminate recurring issues.

Innovation & Technology Optimization

- Drive innovation in Enterprise Systems to ensure efficiency and seamless operation of the existing systems.
- Optimize performance, scalability, and efficiency in the enterprise systems.
- Conduct research, evaluate, and make recommendations on technological trends, protocols, standards, and associated best practices.

Knowledge and Skills:

- In-depth knowledge of Windows and Linux environments as well as license models.
- Extensive knowledge of various Operating Systems including Windows, Linux, and Unix.
- Knowledge of managing and administering Microsoft on-premises and cloud services, such as Azure, Active Directory, and Exchange Online.
- Hands-on experience with databases, APIs, middleware, and microservices.
- Strong leadership, personnel management, and mentoring skills.
- Good problem-solving, decision making, and analytical abilities.
- Good interpersonal, written, and oral communication skills in English and Swahili.
- Demonstrable honesty, integrity, and credibility; ability to engender the trust and confidence of internal constituency and external partners.
- Ability to communicate complex technical concepts in an easy-to-understand business language.

Qualifications and Experience:

- Bachelor's degree in Computer Science or related academic field.
- Preferred professional certifications such as MCST or any other relevant certifications.
- At least 6 years of relevant work experience in managing enterprise systems including but not limited to On-prem and On-Cloud Directory Services, Mail Systems, Microsoft O365 etc.
- Experience in managing large-scale IT Projects.
- Experience in protecting applications, systems, and data.

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