



1. JOB TITLE: Requests Management Analyst (1 Position(s))

Job Location : Head Office

Job Purpose:

Responsible to attend IT System user access requests within the Bank, by granting authorized users the right access to use IT system services while preventing access to non-authorized users.

Main Responsibilities:

- Act as a single point of contact for requests logged in to Service Manager, phone calls and emails from staff regarding IT System Access and queries.
- Maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Create user accounts, change role profiles, reset passwords, create email groups, shifting users from department to department, branch to branch and Role to role.
- Requests management revokes rights when a user's status changes through transfer, resignation, or termination
- Assign various limits to users as per requests and authorization from Branch Operations Management.
- Periodically review the roles and access rights assigned to users to ensure that only necessary rights are being granted and that there are no rights conflicts among the roles or groups.
- Receiving, logging and managing calls from internal staff via Service Manager Max tool, telephone and email for all other banking operational issues.
- Support coverage includes Branches, Zonal Office and Head Office.
- Demonstrate high integrity and confidentiality in all activities related to the role.

Knowledge and Skills:

- Strong operational knowledge of Core Banking Systems Flexcube, Cregora, Sybrin, E-Teller, Customer Onboarding etc.
- Good understanding of Bank products and their end-to-end processes in Flexcube, Sybrin, E-Teller, Customer Onboarding system etc.

- Good knowledge of bank policies, procedures and systems
- Excellent communication skills and telephone etiquette.
- Problem solving ability
- Time Management
- Team Player
- Ability to work well under pressure
- Attentive to details.

Qualifications and Experience:

- Bachelor's degree in computer science, Information Technology or related field.
- Technical SMAX Technical Portal, Card Systems, CBS
- An ITIL (ITIL v4) Certification will be an added advantage
- A minimum of 2 years' work experience; experience in banking operations will be an added advantage.

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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 : 17-Jun-2025

Job closing date : 01-Jul-2025

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2. JOB TITLE: Specialist Change & Configurations (1 Position(s))

Job Location : Head Office

Job Purpose:

To lead, coordinate and support change & release management process within the Bank that meets and exceeds business and customers' expectations. Should also enable fast and reliable delivery of

change to the business and mitigate the risks of negatively impacting the stability or integrity of the Technology environment and the bank in relation to technology.

Main Responsibilities:

- Manage and maintain the organizations Technology change management process in alignment with ITIL and industrial best practices.
- Receive, review, and categorize change requests, ensuring completeness and accuracy of information.
- Facilitate the assessment of change requests, including technical feasibility, impact analysis, risk assessment, and resource requirements.
- Organize and facilitate Change Advisory Committee (CAC) meetings, ensuring relevant stakeholders are involved in the review and approval process.
- Develop and maintain the change schedule, communicating planned changes to relevant teams and stakeholders in a timely and effective manner.
- Monitor the implementation of approved changes, ensuring adherence to plans and procedures. Provide support and guidance to implementation teams as needed.
- Coordinate and conduct post-implementation reviews to assess the success of changes, identify lessons learned, and recommend improvements to the change management process.
- Maintain accurate records of all change requests, approvals, implementation plans, and post-implementation reviews. Generate reports on change activity, metrics, and performance.
- Administer and maintain the organizations change management tools and systems.
- Identify opportunities for improvement within the change management process and contribute to the development and implementation of process enhancements.
- Promote awareness and understanding of the change management process across the ICT organization and provide training and guidance to users as needed.
- Work closely with various ICT teams, including infrastructure, applications, security, and project management, to ensure seamless integration of change management activities.
- Coordinate and analyze a change impact assessment of requested changes on business, technology & the bank's reputation before scheduling and implementation of a change.
- Coordinate development of change tests scripts, test results and ensure sign off is obtained from change stakeholders.
- Coordinate and ensure timely implementation of the requested changes and report any exceptions.

Knowledge and Skills:

- Knowledge of the bank's products, services, and operations
- Strong knowledge of ITIL processes, with experience working in Change Management, Incident Management and Problem Management, ideally in a regulated environment
- Broad experience of IT infrastructure and applications
- Strong planning and organizing skills
- Time management skills
- Ability to communicate clearly, pleasantly and confidently with change management stakeholders both orally and written.
- Ability to work on own initiatives and be self-driven, prioritizing work with minimum supervision and work under pressure.

- Demonstrates strong analytical, problem-solving, coordination, and decision-making abilities.
- Ability to analyze how systems work together and impact each other especially in the context of change.
- Ability to keep up with new & evolving technologies.

Qualifications and Experience:

- Bachelor's degree in Computer Science/Computer Engineering or related fields
- Other Project and Change management certifications.
- At least 3 years' experience in change management or project management.

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Job opening date : 19-Jun-2025

Job closing date : 03-Jul-2025

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3. JOB TITLE: Specialist; Product Life Cycle Configuration (1 Position(s))

Job Location :Head Office, Hq

Job Purpose:

Managing the lifecycle of Core banking Systems products from inception, through engineering, design, system implementation, service and disposal of products as well as ensuring all product-related changes in the Core Banking Systems meets or exceeds quality level standards.

Performing extensive business analysis and documentation of the requirements of complex product management projects, coordinating with cross-functional resources to achieve expected deliverables.

Main Responsibilities:

- Gather product requirements related to Core Banking Systems from business units and translate them into technical requirements and solutions and/or write supporting requirement specification documents
- Partner internal with business stakeholders to understand technical trade-offs and architecture to drive product roadmap, positioning, requirements and feature delivery
- Implementation of products from concept to delivery by working closely with the business teams. Interact with external resources/software vendors to identify and resolve issues/problems and gaps
- Assist in business analysis and documenting requirements of moderately complex product management projects for building new products or enhancement / extension of current products
- Assist in preparing and directing the overall product implementation readiness program with all stakeholders
- Perform User Acceptance Testing (UAT) before any changes on production CBS system (product/system setups, back-end fixes/patches, new releases)
- Manage products throughout their life cycle in the Core Banking Systems. Analyze and simulate operational changes requested
- Review and correction of different Core Banking Systems (CBS) products and services.
- Work together with the various users of Core Banking Platforms, to provide support, system updates, testing, documentation, end-user training, etc.
- Link between business updates to application development to ensure technology solutions support business requirements
- Assist in the development of workflow improvements
- Support product-training efforts for all touchpoints to the business users, inclusive of documentation, publications, and E-Training tools.

Knowledge and Skills:

- Demonstrate ability to communicate complex issues and concepts in a simple manner. Excellent verbal communication, writing and interpersonal skills
- Financial service experience in product management or related areas including relationship management, IT development, and project management
- Product knowledge and ability to interpret in core banking systems
- Knowledge of core banking systems and different platforms of banking products
- Experience in SQL querying and database development.
- Ability to work on multiple projects, balancing competing priorities.
- Ability to work independently and under pressure with changing priorities
- Demonstrated advanced analytic and diagnostic skills
- Strong development skills using languages like Java, Python,

Qualifications and Experience:

- Bachelor's degree in Computer Science/Computer Engineering/ Mathematics/ Information Technology or other related fields.
- At least 3 years' experience working in product analysis & system set up environment.
- Experience in banking-related environment and use of Core Banking Systems.

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Job opening date : 20-Jun-2025

Job closing date : 04-Jul-2025

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