

CAREER OPPORTUNITY

To support our growth strategy, we are looking for dynamic, results-oriented professional with strong credentials and relevant work experience to fill the following position:

DIGITAL CHANNELS OFFICER

Reporting to the Manager – Core Banking Systems and Channels the primary purpose of this role is to maintain service availability and uptime on all digital channels, provide 1st line support on emerging customer issues. The holder will leverage emerging technology to support delivery of new products and services.

Main Duties:

- Digital channels uptime management on mobile banking, ATMs Open Banking, and others.
- Support issues resolution and systems troubleshooting.
- Uptime management and monitoring of systems and transactions.
- Configuration of channels for optimal performance
- Digital channels systems installations, administration, and upgrades.
- Manage all channels integration points on middleware and core banking system.
- Identification, assessment, and implementation of products on alternative channels to expand the organization's reach and improve customer interactions, this includes Mobile, Internet banking, ATMs and Open Banking.
- Technology Integration; ensure seamless integration of digital channels across all supporting technologies such as databases, middleware, and core banking.
- Manage multiple Apps, administration of integration technologies, application servers and web application servers.
- Collaborate with the IT and technology teams to ensure smooth integration of alternative channels with existing systems and infrastructure.
- Monitor digital channels performance and identify areas for optimization to support business needs.
- Continuously review customer feedback and develop strategies to improve customer Experience.
- Channel Performance Analysis: Analyze data and performance metrics of alternative channels to measure their effectiveness.
- Ensure that all alternative channels comply with regulatory requirements, security standards, and data protection policies. Implement necessary controls and measures to mitigate potential risks and vulnerabilities.
- Support third party applications interfacing with digital channels.

Minimum qualification and experience required:

- Minimum of a bachelor's degree in information technology or equivalent (with an MSC in IT or its equivalent)
- ITIL certification
- API Management is an added advantage.
- A minimum of three (3) years skilled experience in management of digital channels.
- Experience in systems support and troubleshooting.
- Hands-on experience with software installations, administration, and upgrade.
- Experience with security controls on software systems.
- Experience in banking industry a plus.

If you believe that you have the required qualifications and experience to fill in the above position, kindly send your detailed resume together with a cover letter clearly indicating current remuneration to reach the undersigned by April 26, 2024:

Head of Human Resources
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Nairobi
Email: hr@creditbank.co.ke

Only short-listed candidates will be contacted.