

## Head, IT Platform Operations at NCBA Group

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Company: JobWebKenya

Location: Kenya

Category: other-general

### Job Description

The new NCBA has harnessed the power of both NIC and CBA to create a bank that brings together the best of both worlds from cutting edge mobile banking to good old-fashioned relationship management; from scalable business banking to financial services that grow as your business does; from best-in-class choice of products to investment solutions tailored to your specific needs.

### Job Purpose Statement

The Head of IT Platform Operations is accountable for setting and driving tactical & strategic direction and providing executive leadership and management to the IT Platform Operations function which is responsible for IT Production Service Management. The Head will lead a team of IT Platform Operations Managers & Specialists, Robotics Process Automation Specialists as well as a Platform Monitoring development team to ensure operational efficiency and reliability in several African countries. In collaboration with partners, vendors & system experts, the role holder will schedule and direct activities to meet the Quality of Service & Customer Satisfaction KPI's contracted with the Business & partners.

### Ideal Job Specifications

A Bachelor's degree in Computer Science, Information Technology or related field, a Master's degree in Technology or Business related course is an added advantage

Minimum 8 years' experience with 5 years in a managerial role within a large highly digitized organization designing, implementing and managing mission critical systems.

Certification and experience implementing best practice frameworks e.g., ITIL

Project Management Certification: PMP or PRINCE2

Cloud Certifications & hands on experience managing financial production systems on Microsoft Azure, AWS or Huawei Cloud.

7 years' experience in IT Operations or Application support in medium to large organizations.

Hands on and practical knowledge in use of RDBMs e.g. Oracle, MS SQL, Postgress

Working experience with Core Banking systems such as T24, Flex cube, Finacle etc. is desirable.

Experience in Management of Support Contracts, RFP's and Third party support providers.

Practical knowledge of Robotics Process Automation

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