Head of ICT & Projects at SMEP Microfinance Bank

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

SMEP Microfinance Bank Limited is a public limited company incorporate under the companies Act (Cap) and licensed under the microfinance Act (Cap D) to offer banking, focusing on Group banking, Retail banking, Church banking, Asset financing, microfinance and related services. Our vision is to be a dynamic christian provider of financial solutions transforming lives and our mission is to empower our customers through provision of market driven financial solutions.

Key Duties & Responsibilities

Take responsibility for running the ICT department and formulating corporate IT strategy and long-term IT planning with an emphasis on digital banking strategy.

Research, design, and implement the necessary systems and applications to facilitate efficient and effective communication within the institution.

Lead, manage, and review technical projects that provide Business solutions.

Maintain liaison and ongoing relationship management between the IT function, Operations, and business operations.

Maintain a strong culture of extraordinary customer service for banking staff and clients, ensuring a responsive and proactive ICT team.

Oversee recruitment and management of all staffing requirements within the ICT department.

Manage vendors and contracts, while ensuring information security for the Company

Review existing support needs to ensure there are sufficient support contracts in place to minimize risk of application down-time.

Lead the ICT team in the maintenance and continual improvement of core banking systems and associated digital applications and channels (T24 and others)

Oversee the helpdesk service function, ensuring proper documentation and attention to user requests.

Oversee development, implementation, and maintenance of applications, including the Company's email and digital document storage.

Maintain and audit all systems and demonstrate proper management in accordance with cyber security and information management standards, policies, and recommendations.

Control the procurement, deployment and tracking of all IT related equipment purchased and ensure a comprehensive assets register is maintained

Develop and maintain a comprehensive Disaster Recovery Program and a detailed security plan; manage the Company's disaster recovery data center.

Review and maintain IT procedures with a view to making the processes more seamless and secure.

Key Qualities, Competencies & Competencies

Degree in Computer Science / Information Technology (Master's degree preferred)

Professional registration or qualification, GSA & Certified Audit Manager, CISA (Certified Info Systems Auditor)

At least 7 (seven) years' experience in a busy ICT Department at a reputable institution; 5 (five) of them in a Senior ICT position.

Have solid experience in working with Fintechs in a digitized environment

Good understanding of budget management principles

Excellent communication, interpersonal and analytical skills are essential

Persuasive and assertive with the ability to change behaviour to ensure the optimum utilisation of ICT resources

Experience in the financial services sector will be an added advantage

Data Management and analysis skills

Creative and innovative thinking

Strong interpersonal, negotiating and problem-solving skills, and customer service orientation

Leadership and people development skills

Between the age of 40 to 45 years

Applicants must be committed to Christian values, with a passion to serve

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Cross References and Citations:

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