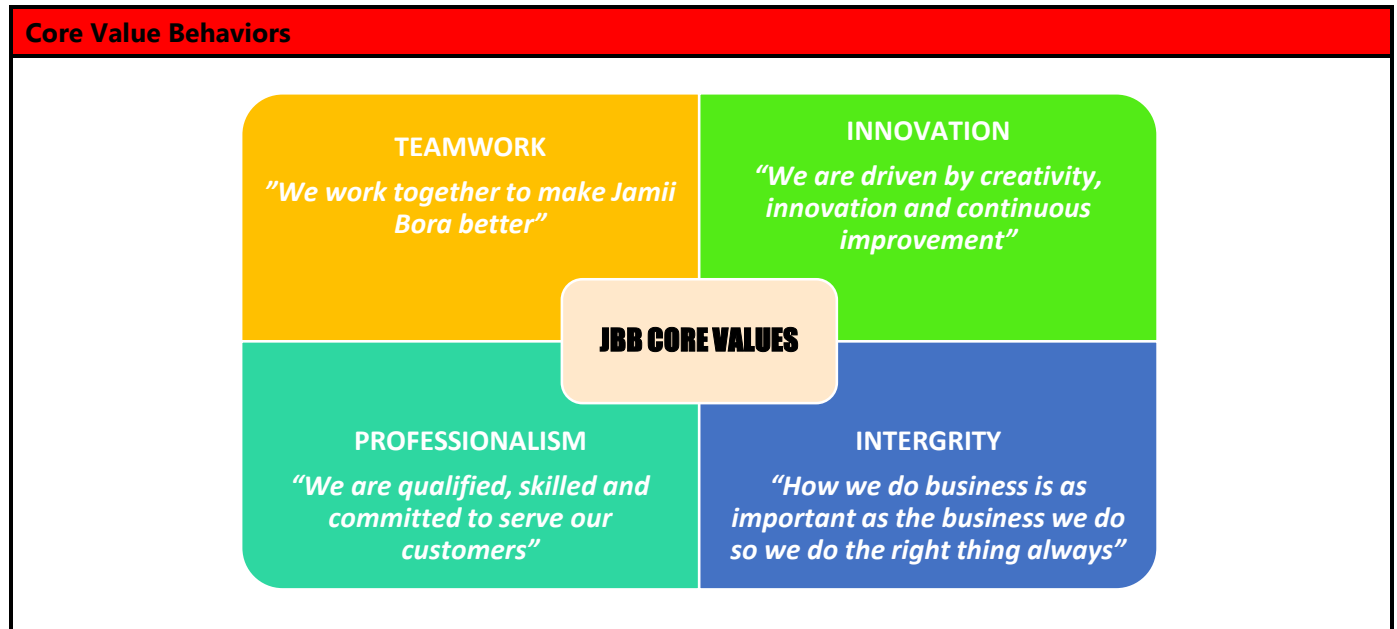


# JAMII BORA BANK

## JOB DESCRIPTION

<b>Job Title:</b> Team Leader, IT	<b>Reports To:</b> Head of IT & Operations
-----------------------------------	--



**JOB PURPOSE**

The Team Leader, IT directs, manages, supervises and coordinates the activities and operations of the Information Technology department including hardware, software, network, telephone, and computer systems administration; identifies, recommends, develops, implements, and supports cost-effective technology solutions for all aspects of the organization so as to achieve the banks Trade Bank's strategy to "grow market share by building our reputation as an efficient, innovative and customer centric enterprise bank."

- KEY RESPONSIBILITIES**
- Lead management responsibility for the provision of professional high quality IT solutions including systems development, implementation, IT support services, and strategic planning of future IT requirements for the bank
  - Providing expert level technical, analytical advice, and skills in the strategic development of complex technology and software to support programs of work
  - Providing strategic and professional leadership on information technology projects and development. Using considerable experience to be the lead expert for web, database, data warehouse, data reporting systems, and data migration
  - To provide the senior management responsibility for the monitoring, support, maintenance, and security of multiple management information system

## MAIN ACTIVITIES

- Develop and maintain Information Technology & Management strategy in line with stakeholder needs and in keeping up with current best practice for the bank
- Ensure Information technology and management are in-line with agreed strategy and policy
- Ensure that policy and strategy is in compliance with legislation and standards
- Manage the development plans for ongoing integration, upkeep and improvement of Core banking, IT systems; the commissioning of appropriate and cost effective procurement and contractual arrangements
- Management of project and system dependencies at planning, implementation and support stages
- Manage the day to day operations of IT systems, ensuring that planning, end-user impact, change management, training, quality management are properly addressed and monitored to ensure that deadlines, budgets and service levels are met and results delivered
- Manage the relationships with (and between) external agencies and suppliers, ensuring contracts and service levels are negotiated in line with strategic aims and financial constraints and ongoing service is in-line with agreed contracts
- Manage the annual Information Management budget and any associated fund
- Responsible for the review, audit and prioritization of all information management tools, including the replacement cycle of information technology hardware
- Organise and implement servicing and support of all Foundation IT systems to agreed service level standards
- Line manage and develop the Information Management team, working with them to plan and prioritise their workloads, set objectives, conduct appraisals and supported to continually improve their performance and results
- Develop and maintain the Major Incident & Business Continuity plan for IT and to implement measures designed to safeguard the Information Technology and Management needs of the Foundation in the event of major incidents or disasters

## QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Relevant degree and evidence of continuous professional development in an IT role
- Demonstrable experience and evidence of success in an information management role with multiple stakeholder groups
- Formal project management training and experience Knowledge of CRM data and database systems
- Understanding of data security and other compliance responsibilities
- Experience of commissioning services from third parties and managing relationships with suppliers and contractors Previous line management experience