



EXTERNAL VACANCY ADVERTISEMENT

E BUSINESS SUPPORT OFFICER

Job Summary

Reporting to the ICT Manager, you will be responsible for assisting in driving the Sacco's E-Business through expansion of the SACCO's E-banking channel network. Ensuring smooth functioning of E-banking channels and coordinating smooth roll-out of process enhancements aimed towards increased channel utilization. Aim to attain 99.9% channel availability.

Key Tasks and Responsibilities

1. Ensuring the smooth operation of all E-Channels in the Society.
2. Maintain service availability of 99%
3. Coordinate and participate in the QA testing process; work with programmers and System Administrators to analyze and resolve issues.
4. Analyzing reported downtime on alternate channels and suggesting ways to minimize them with the aim of improving operational efficiencies.
5. Responsible for coordination of BCP set-up for E-Channels.
6. Transform E-banking channels as a revenue generator for the SACCO.
7. Assist in the development and implementation of new E-banking channel products and services.
8. Conduct channel comparison with competitors offering services, promotions and special offerings on E-channels and update Business Managers.
9. Take proactive measures to help protect E-banking systems.
10. Maintaining documentation of systems under your custody. Ensure adequate training is provided to users and can clearly understand the benefits of system/process change.
11. Seek appropriate approvals & work in unison with users / project sponsors, to gain buy-in on the project.
12. Coordinate with business users to conduct system acceptance test prior to release on production of new E-channels.
13. Ensure proper system release processes are adopted and are duly signed off by concerned business managers.

Routine Maintenance (40%)

1. Provide level 2 support to Help Desk Support Assistant and Shared Services team.
2. Report monthly on service levels including but not limited to failed transactions, incidences, downtimes, and system changes.

Other (10%)

The post-holder may under the direction of the ICT Manager assist with the implementation of ICT related projects.

Qualifications**Academic & Professional Qualifications**

- Bachelor's Degree in a business or ICT-related field.
- Desired professional certifications – Certified Information Systems Security Professional (CISSP) or (Certified Information Security Manager) CISM.

Work Experience & Skills

- Minimum of 5 years' experience in an e-commerce environment, with prior experience in E Business Support
- Knowledge and experience in ICT technology platforms across the IT domains
- Knowledge and experience in both REST and SOAP API architectures
- Knowledge and experience in programming and scripting using Python and SQL
- Knowledge and experience in web development (full stack developer), from front-end languages and framework: HTML5, CSS3, to backend (By using Python, ASP, JavaScript, C#, etc)
- Exceptional time management skills: ability to organize, prioritize, and manage multiple projects with overlapping goals and objectives.
- Adaptable and flexible; responsive and resourceful in a fast-paced business
- Superior verbal and written communication skills, copywriting skills are a plus.

Qualified applicants should apply on or before 5:00pm on Thursday, 11th August 2022 using the link provided in the Society's website.

Only Shortlisted Candidates will be contacted.