EMPLOYMENT OPPORTUNITY - Digital Transformation Officer

The Bank is seeking a dynamic, innovative, and results-oriented professional to join its team as a Digital Transformation Officer within the ICT Department.

This position offers an excellent opportunity to play a pivotal role in driving digital transformation initiatives, enhancing operational efficiency, and improving service delivery across the Bank's business functions.

This is an excellent opportunity to work in a forward-looking financial institution committed to digital innovation and service excellence. The successful candidate will contribute to shaping Bank's digital transformation journey, driving efficiency, and enhancing customer value through technology.

KEY PURPOSE OF THE ROLE

To supervise and drive the digital transformation process across bank business functions and departments to enhance operational efficiency, customer experience, and service delivery through innovative technology solutions.

KEY RESPONSIBILITIES

- Cultivate and manage strong working relationships with internal and external stakeholders to deliver customer-centric digital solutions.
- Reviewing requirements, designing, and executing tests to mitigate risks in software performance, security, and functionality.
- Design and implement IT solutions and architectures that align with business requirements and governance standards.
- Identify and drive business process re-engineering initiatives to improve efficiency and ensure compliance with policies, regulations, and audit standards.
- Ensure robust testing and quality assurance for all configuration and development tasks within established SLAs.
- Promote a culture of innovation and change management through awareness and user adoption campaigns.
- Analyze business requirements, identify gaps, and estimate resources and timelines to ensure effective and efficient solution delivery
- Data Analysis & Reporting, interpreting financial data, producing reports, and creating dashboards.
- Requirements Gathering, Defining business needs for new and existing applications.

- System/Process Improvement, working on digital transformation and optimizing business processes.

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QUALIFICATIONS AND EXPERIENCE

- Full Grade 12 School Certificate with 5 'O' Level credits.
- Bachelor's degree in computer science, Engineering, or a related field.
- Must have a valid ICTAZ practicing certificate.
- Relevant certifications such as ITIL v4, COBIT 5, PMP, Prince2, or Change Management will be an added advantage.
- At least three (3) years of relevant post-qualification experience in digital transformation,
- ICT project management, or business process re-engineering.
- Strong analytical, communication, and problem-solving skills.
- Experience in implementing technology-driven solutions that improve business efficiency and customer experience.

APPLICATION PROCEDURE

Interested and qualified candidates are invited to submit the following:

- A cover letter outlining suitability for the role
- A detailed CV with three (3) traceable referees
- Certified copies of academic and professional qualifications