



FINANCE TRUST BANK

JOB OPPORTUNITY

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully-fledged commercial bank serving a clientele of over 500,000 depositors and over 37,000 borrowers, through a network of 35 branches country-wide. The bank offers a variety of Products and services including Savings, Current accounts, Loans, Money transfer services, and Bills payments to its target market which comprises of micro, small, and medium entrepreneurs, salary earners, and youth.

To meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

1. MANAGER ICT OPERATIONS

This position reports directly to the Head of Business Technology and will be based at Head Office.

Role of the Job:

The Manager ICT Operations is tasked with overseeing and managing the day-to-day operations of the IT infrastructure, systems, and services. This position is crucial for ensuring the availability, reliability, and efficiency of Finance Trust Bank's technology resources

Key Result Areas:

- Support the Head of Business Technology in developing the Bank's ICT strategy and annual operational plan & budget, ensuring synergy with organizational strategy and direction.
- Support the team of IT and communications professionals to implement the ICT strategy and other policy documents, oversee the ICT business change programme, and deliver various business critical and support systems to a range of users across the Bank all the time.

- Oversee the development and delivery of ICT products and services, by agreed service and performance standards, industry best practice, and in alignment with Bank objectives and strategic initiatives.
- Participate in the procurement, supply, and negotiations for ICT goods and service needs of the Bank in conjunction with Projects and Logistics professionals, as appropriate.
- Plan, design, and monitor implementations of ICT infrastructure upgrades, reviews and maintenance.
- Plan design and monitor the implementation of the bank's Local Area Network, Wide Area Networks, and IP telephony system Network Access Control in line with the ICT Strategic Plan and ICT Policy.
- Manage, monitor, and enforce external and Inter-Departmental Service Level Agreements (SLAs) by set standards and ICT policy.
- Manage Bank relationships with third-party service providers for IT services.
- Plan, enforce, monitor, and review inter-division SLAs with and confirm compliance with the set standards and SLA measures.
- Plan, monitor, review, and maintain the bank ICT asset inventory and make sure assets meet the recommended standards.
- Prepare and maintain a Disaster recovery plan for the Bank's ICT infrastructure and systems in line with the Disaster recovery plan and ICT Policy
- Manage the performance of division staffs, through recruitments, performance management and ensuring they meet productivity targets.

Minimum educational and technical competence requirements:

- Minimum of a Bachelor's Degree in Computer Science, Information Technology, Information Systems, Software Engineering, Computer Engineering, Information Security, Business Computing, Statistics, Telecom Engineering, and Science (with a focus on Computer Science and math).
- Must have a minimum of ITIL foundation training and certification.
- Certifications in Project Management, IT Governance, and IT Assurance will be an added advantage.
- A minimum of 5(five) years of professional experience in Information Technology Services Operations and/or management in a financial institution, or a Technology Assurance role in a financial institution or recognized assurance or systems development firm.
- Broad understanding of Computer Networks, Infrastructure, Application Development & and processing, and basic accounting principles
- Time management skills sufficient to work in a fast-paced environment on a broad range of activities.
- Influential skills sufficient to motivate staff to achieve results.

- The ability to communicate both verbally and in written form in a professional manner is deemed essential.
- Ability to build functioning working relationships across organizational, corporate, and cultural boundaries.
- Takes clear accountability and focuses on the delivery of broader corporate goals.
- Ability to make decisions and progress towards goals in conditions of uncertainty.
- Ability to demonstrate a positive image and uphold FTB values.
- Must be a person of integrity.

The position carries an attractive salary and benefits package.

Applications:

Suitably qualified candidates should address their application to the Head, Human Resources, Finance Trust Bank, TWED PLAZA, Plot 22B, Lumumba Avenue, Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic testimonials, and a CV. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

The closing date for submission of the applications is **8th June 2024**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 or 0414 341275 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.