



## CAREER OPPORTUNITIES

CRDB Bank Plc is an African bank and a leading Financial Services Provider in Tanzania with current presence in Tanzania and Burundi, East Africa. The Bank was established in 1996 and was listed on The Dar Es Salaam Stock exchange (DSE) in June 2009. Over the years, CRDB Bank has grown to become the most innovative and preferred financial services partner in the region. Supported by a robust portfolio and uniquely tailored products, CRDB Bank remains the most responsive bank in the region.

We are looking to recruit suitably qualified and competent individuals to join our Innovation Unit on the following positions:

1. Senior Manager Digital Innovation
2. Enterprise Solution Architect
3. Scrum Master
4. Senior Analyst Customer Journey and Business Processes
5. Senior Solution Analyst
6. Senior Core Data Analyst
7. User Experience Designer

### 1. ENTERPRISE SOLUTIONS ARCHITECT

#### **Job Summary**

The primary responsibility of this position is to drive and support the establishment of Application Architecture capabilities and services to CRDB. The Application Architect has to develop and implement the Architectural and Governance principles for the ICT frameworks. The application architect should be able to bring solution design knowledge, which enables solution developers to transition to new application delivery types and become proficient in them more quickly.

Represent the Service-Oriented Architectures (SOA) and Applications architecture domains within the company ensuring that these are aligned to the business capabilities. Application Architecture will be delivering enterprise architecture artefacts and content for the Applications and SOA domains i.e. the reference architectures, EA landscapes, portfolios, application and SOA roadmaps and be the custodian of the enterprise applications portfolio landscape. Provide enterprise guidance and impact analysis on strategic projects. Must be able to frame designs at the right level for delivery into solution architecture teams. Build the business to IT alignment views as concerned with the Application and SOA portfolios. Apply the relevant architecture governance for the SOA and applications architecture domains as aligned to the IT governance, project governance and SDLC activities. Understand the external factors, strategy directions, business drivers and macro-economic impact on the enterprise. Able to interpret this impact into meaningful scenarios and architecture solutions.

Responsible to engage the development teams and encouraging them to use existing models, methods, services or other artefacts to speed up the process of development, make it more predictable, and provide developers useful information that makes their work easier and produce systems that run well and easily maintained.

## **Principal Accountabilities**

### ***Architectural and Governance***

- Assist in creating, building and maintaining the enterprise architecture competency and capability
- Define the SOA and Application architecture vision, strategy, principles, standards and policies
- Construct and maintain the SOA and applications architecture landscapes & roadmaps
- Facilitate in the creation, maintenance of and adherence to Architectural principles with specific focus on the creation and maintenance of the application and SOA principles.

### ***Application Analysis and design projects***

- Develop architecture deliverables required on strategic projects including conceptual architectures and current as-is and to-be future state architectures and transition planning methods
- Provide input, on large-scale projects and road maps for compatibility with the vision. Identifying critical architecturally significant concerns and aspects of enterprise-wide systems usage within these strategic projects and their impact on the quality aspects of their designs

Work collaboratively with other EA team members (domain architects) working on projects to deliver the architecture artefacts and guidance provided from those teams into the programmers and projects.

### ***Develop Application Service Specifications***

- Develop Application Service Specification
- Determine the scope of applications and technical solutions and Conduct capacity planning
- Model artefacts for integrated software components

Ensure traceability between Applications Service Specification and requirement.

### ***Risk Management***

- Identifies the business impact of change and risks associated.
- Develops mitigating actions and change strategies to enable enterprise wide solutions to integrate well with existing practices
- Applying a risk-driven approach to architecting enterprise solutions which utilizes a combination of architecture principles, decisions, patterns, standards and best practices including architecture proof of concepts (POC's) where necessary, as a response to mitigate the design risks imposed on the projects and improve the Quality of Service (QoS) requirements.

### ***Innovation***

- Remain abreast of the latest technology innovations and trends and translate this into sound advice to the organization strategy setters
- Contributes to the development of new thought leadership, innovation and best practice.
- Monitors emerging trends and evaluates their potential impact on the broader.

- Monitors and evaluates competitive offerings that could change the domain landscape, affects multiple domains (portfolio of solutions domains) or the broader organization.
- Own the Enterprise Application Architecture blueprints and influence IT and business stakeholders towards alignment and adoption of the front to back architecture
- Facilitate inter-project, inter-process and inter programme IT Architecture integration across the IT systems landscapes and application portfolios.
- Facilitate external input and vendor influence on architecture evolution
- Builds and maintains relationships within the organization's structures and within the larger field of specialty

### **Education**

- Bachelor's Degree in Information Technology, Computer Science, or a related quantitative discipline.
- Masters degree in Business/IT or related fields
- Enterprise Architect Certification preferred.

### **Experience, Knowledge and Skills.**

- Minimum 5 -8 years' of relevant working experience in ICT field
- Experience must include:
  - Application architecture
  - ICT Governance
  - Solution analysis and design
  - Data modelling
  - Software component integration
- Knowledge of development, implementation and integration methodologies.
- The ability to identify cross-process business requirements that can be converted into reusable software services
- The ability to perform technical system design that meets the current application needs and future changes
- The ability to demonstrate excellent communication and facilitation skills when dealing with both IT and business
- Business process and Project management
- Understanding of model driven architectures
- Expertise on distributed architectures and Service Oriented Architectures
- Understanding of solution architecture and database design
- Technical understanding of a system being analyzed and how it affects the various business units.
- Able to work well with both internal and external clients

## **2. SENIOR MANAGER DIGITAL INNOVATION**

### **Job Summary**

Responsible to foster research, testing, and incubating of new ideas and concepts, products and business models by leveraging on technology to deliver digital solutions, which capture value, enhanced experience and capabilities to our customers. Implementation of the innovative ideas and business models from

inception to applicability and commercialization and winning propositions. The role oversees capabilities to deliver on the new solutions & technologies, while creating a lasting competitive advantage in digital arena.

### **Principal Accountabilities**

- Create a digital labs and incubating labs, which will facilitate nurturing of new ideas into finalized solutions by establishing and drive the technical execution of the digital products.
- Create processes in the lab that are rooted in best practices for continuous improvement and innovation, constantly evolving to meet future business and delivery needs.
- Keep track of key developments in the digital space (in client industry and beyond) to continually identify new ideas, tools and trends that could provide opportunities at client organisation.
- Make use of design thinking approaches to deliver digital products that leapfrog our competition and make it easy for customers & staff to engage with the bank through a variety of digital channels, including mobile, app, web, touchscreen, voice solutions.
- Create a digital product roadmap in partnership with strategy, agile teams, product development team and technology project management teams to ensure there is a clear plan on what is being worked on for the current go to market and future deliverable.
- Work close with key stakeholders and vendors to deliver proofs of concept, pilots and demos of emerging technologies applied to specific business relevant use cases with their applicability and commercialization options.
- Working and coordinating with business and other innovation development team on multiple projects in various stages – ideation, research, feasibility, requirements, development, testing and promoting adoption, to implement the technologies that are most appropriate for meeting business objectives.
- Build relationships with external partners like Fin techs who can assist in delivering these future technologies to our customers, new business models and partnership agreements, joint development arrangements, delivery, and ongoing support and maintenance when appropriate.

### **Education**

- Bachelor's Degree in a relevant field in Information Systems/ Computer Science/Computer Engineering/or equivalent
- Solution Design Experience and Agile Project Management Certification is required.

### **Experience**

- 5-8 years of experience in product design/ product development or Innovation department
- 3 years of experience in a managerial role
- Experience in product development team in finance/banking industry will be an added advantage
- Extensive experience with project management/change management

### **Knowledge and Skills**

- Excellent research, analytical, and problem-solving skills
- Excellent verbal and written communication skills with the ability to interact effectively with people at all levels
- Ability to act as a project "driver", facilitating the achievement of required tasks
- The ability to work in dynamic conditions, and transition quickly between collaborative and individual work

### **3. SCRUM MASTER**

#### **Job Summary**

Enabling cross-functional teams to develop medium-to complex business / customer/ employee solutions using the Agile way of working that integrates the business and technical needs.

#### **Principal Accountabilities:**

- Provide ongoing facilitation and coaching that enables the team to excel at Agile development
- Facilitate medium-to-high complexity Agile initiatives from initiation through release
- Navigate and identify shared IT services required by the team in the delivery of it's objectives
- Facilitate discussions leading to collective decision making, goal setting and conflict resolution within the team
- Actively manage risks and external dependencies drawing in team members as appropriate
- Create and maintain the appropriate channels for open communication within the scrum team (e.g. tracker boards, JIRA) to create a trusting and safe team environment
- Continuously seek to improve team performance by promoting joint accountability for results and solving productivity issues
- Collectively with the product owner owns creation and prioritization of the digital product backlog for specific digital solutions
- Assists Product Owners to shape the digital product road-map and vision

#### **Experience**

- At least 1 successfully delivered project using Scrum methodology in the role as Scrum Master
- At least 3 successfully delivered technical projects with experience in software development and/or project management

#### **Qualifications**

- Bachelor's or Master's Degree in Information Technology, Computer Science, Engineering, or a related quantitative discipline
- Certified Scrum Master will be an added advantage

#### **Knowledge and skills**

- Ability to promote innovative thinking and self-improvement within the team
- Confident and skilled at navigating the team through road-blocks to allow sprints to be completed on time
- Past developer experience is highly desired
- Experience in agile development, with specific Scrum Master or similar experience preferred
- Ability to coach team on agile practices and ensures adherence to agile methodology to deliver maximum business value on time

- Strong communication skills with ability to communicate complex messages and teach new concepts
- Able to resolve conflicts within the team before they become an issue, i.e. a strong mediator
- Experience in scheduling and coordinating meetings, identifying risks/dependencies/impediments, and coordinating resources and handling multiple priorities required
- Brings a high-energy and passionate outlook to the job and can influence those around them
- Able to build a sense of trust and rapport that creates a comfortable & effective workplace

#### **4. SENIOR ANALYST CUSTOMER JOURNEY AND BUSINESS PROCESS.**

##### **Job Summary**

Lead the development of customer journeys and lean business processes for the new products and solutions as well as improving the existing ones for better customer experience and operations excellence. Responsible for VOC to CTQ conversations as well as providing innovative Business process models to improve and/or automate current products/services to meet customers' expectation.

##### **Responsibilities**

- Lead business process analysis of the current products/services, proposed application changes and new solution design requests.
- Lead development of innovative Business Process models to improve and/or automate current products/services to meet or surpass customer's expectation.
- Identify, plan and implement key innovation assignments to improve quality and increase productivity resulting in significant business improvement and customer satisfaction.
- Establish a strategy to align improvement or design efforts with critical issues that affect operational excellence, productivity and customer satisfaction.
- Work with key business stakeholders to build a continuous improvement environment to support an ongoing change/continuous improvement.
- Collaborate with stakeholders to identify customer service expectations, agree SLAs and align to Customer Value Proposition in order to deliver an appropriate service with their performance metrics.
- Perform data gathering and use Voice of Customer (VoC) from omni-channels, convert them into critical to customers' requirements (CTQ) and prioritize to key business requirements.
- Challenge status quo and ensure proposed solutions for improvement are aligned with organizational goals and objectives.
- Serve as a research specialist for implementing best practice on emerging innovation and support of continuous improvement efforts.
- Support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better innovative ways of working

##### **Experience and Qualifications.**

- Minimum accredited Lean Six Sigma Green Belt
- Minimum 5-7 years proven continuous improvement analytical experience from a similar role
- Excellent understanding of continuous improvement concepts including Six Sigma, Lean, value stream mapping
- Ability to set-up, facilitate and lead service improvement/'Workout' sessions with a range of business stakeholders (incl. Experience of process/value stream mapping)
- Experience of designing or implementing a framework of continuous improvement
- Bachelor Degree or equivalent

## **5. SENIOR SOLUTION ANALYST.**

### **Job Summary**

Solutions Analyst is responsible for providing innovative solutions designs, enhancing existing products and solutions with new features. Committed to improving business productivity and efficiency; Analysing requirements, applying technical expertise and design thinking principles to develop insightful solutions applicable to current and future business practices. Responsible for providing innovative Business process models to improve and/or automate current products or services to meet or surpass customers' expectation.

### **Principal Accountabilities**

- Conduct user requirements analysis, task analysis, conceptual modelling, information architecture design, interaction design, and usability testing.
- With help of the UX Designer, develop high-level solution documents with wireframe, mock-up and UI prototypes for business requirement verification/confirmation.
- Develop detailed solution design document.
- Provide design thinking and Idea digitization prototyping in solving complex problems, and find desirable solutions for customers towards creating a preferred future.
- Work closely with product developments, system developers, Solution Architect, agile teams to ensure that design specifications are implemented accordingly to the user requirements and designs.
- Conducts business process analysis of the current products/services, proposed application changes and new solution design requests.
- With help of Business process analyst, develop innovative Business Process models to improve and/or automate current products/services to meet or surpass customers' expectation.
- With help of Core analytics team design the data architectural design for the solution.
- Conduct research for off shelf solution, Fintech availability or need for a tailor-made solution.

### **Education and Experience**

- Bachelor's Degree in a relevant field in Information Systems/ Computer Science/ Computer Engineering or equivalent
- 3-5 years of experience in solution analysis and design, software development or project management
- Business analysis and design experience in Banking/Telecom industry will be an added advantage.
- Agile Scrum Master Certification will be an added advantage

### **Skills**

- Strong planning, organization and documentation skills
- Excellent research, analytical, and problem-solving skills
- Excellent verbal and written communication skills with the ability to interact effectively with people at all levels

## **6. SENIOR CORE DATA ANALYST**

### **Job Summary**

Responsible for creating a central data warehouse solution and several data marts for different lines of business from which data will be retrieved. Creation of different data analytics model for generating insight and help daily to daily business operation.

**Principal Accountabilities:**

- Build the data warehouse solution by connecting data from various source systems
- Build the data marts for different lines of business which will fetch data from the data warehouse.
- Build different data analytics models which will be used by business teams ( Example Credit Scoring model )
- Provides functional excellence in the areas of statistics, data analysis and data processing for the organization.
- Applying scientific methods to explore and understand the data and follow a processed methods which involves observation, questioning, hypothesizing, testing, and analyzing to create value from data.
- Using data metrics and analytics to support the business managers and stakeholders to understand the health of the business, find growth levers, identify marketing challenges and find innovative and productive ways to address the challenges and opportunities of the business.
- Support the business managers to understand the health of the business, find growth levers, identify marketing challenges and find productive ways to address the opportunity for optimization.
- Simplify the presentation of information into reports and dashboards which can easily be understood.
- Establishment /Implementation of a good business Intelligence tool that can be used to transform raw data into meaningful information.

**Education and Experience**

- Bachelor degree in Computer Science; Computer Engineering; Information Technology or a related quantitative discipline
- Computer Programming language.
- At least 5 years of relevant experience in Data warehouse, Analytics, ETL and Business Intelligence.
- Extensive experience manipulating and analyzing complex data with SQL
- Extensive experience with data visualization and analytics tools
- An engineering-minded analyst with a strong background in providing analysis
- Strong knowledge of and experience with reporting packages

**Knowledge and Skills**

- Strong analytical skills with the ability to collect, organize, analyses, and disseminate significant amounts of information with attention to detail and accuracy
- Strong knowledge on data analytics programming language ( Python , R )
- Strong knowledge on SQL
- Strong knowledge and experience on ETL tools
- Strong knowledge on data visualization tools
- Knowledge of statistics and experience using statistical packages for analyzing large datasets (R,Excel, SPSS, SAS etc)

**7. USER EXPERIENCE DESIGNER (UX)****Job Summary**

Drive user experience design from end-to-end, including discovery, ideation, conceptualizing, detailed design, prototypes and validation



### **Principal Accountabilities**

- Clearly articulate design needs and key decisions to business stakeholders across markets and brands
- Collaborating closely with Product team
- Work with Product Owners to define both long and short term vision and roadmap for digital solutions
- Design elegant and delightful product experiences as part of a cross-functional Agile product teams
- Research, identify and articulate customer needs
- Interview user to gain an understanding of their needs and behaviours and perceptions
- Validate designs based on customer needs, requirements and behaviours
- Collaborate with Design Lead and other team members to problem solve design challenges.
- Collaborate with other designers across the Design function to maintain a level of design consistency and coherence across client solutions

### **Education**

- Bachelor Degree in Design or any other relevant course/ qualification in design studies
- Bachelor Degree in Social studies such as Anthropology/Social science

### **Experience**

- Experience with conducting user research, usability testing, A/B testing, rapid prototyping, interviews, surveys and questionnaires
- Experience with designing quality consumer products, as well as enabling business capability and objectives through technology
- Experience with user-centered design portfolio that spans some combination of web, mobile, tablet, TV, and wearables
- Some Experience with Graphical and Visual Design including use of a diverse set of software such as Adobe suite, OmniGraffle, Balsamiq, Axure, InVision, Sketch or other tools for Graphic Design, Visual Design is a plus

### **Knowledge**

- Qualitative Research incl. data collection (interview, key performance interviews, focus groups, large group data collection, observations) and synthesis
- Quantitative Research and tooling is a plus (e.g. SPSS) Knowledge of client industry
- Understanding of customer journeys and customer experience, with particular reference to digital, design and services in client's industry
- Knowledge of Agile values, principles, practices and design trends

## **REMUNERATION**

CRDB BANK PLC offers competitive remuneration and benefits. Successful candidates will receive attractive and competitive package commensurate with demands of the position.

## **MODE OF APPLICATION & CLOSING DATE**

Interested candidates who meet the criteria should submit an Application Letter accompanied with copies of academic transcript, certificates and with a detailed up to date CV with two work related referees addressed to the Director of Human Resources not later than **22nd April 2018:**

Director of Human Resources  
CRDB Bank Limited  
P.O. Box 268  
DAR ES SALAAM  
**[career.career@crdbbank.com](mailto:career.career@crdbbank.com)**