

Exciting Career Opportunities

Designation:	Country Manager, Digital Channels
Reporting Line:	Country Head, Information Technology
Business Unit:	Information Technology
Location:	Lusaka
Employment Type	Permanent
<p>Job Purpose</p> <p>To provide application support for card and digital channels to assist the business to provide stable and reliable products and services as it aims to meet its key objectives set in the strategy.</p>	
<p>Key Outputs & Responsibilities</p> <p>Accurate Timely Reporting</p> <ul style="list-style-type: none"> Provide ongoing levels of reporting (daily, weekly, monthly and/or quarterly on ATMs and POS applications and devices in order to keep the business updated on the performances of the channels against the industry statistics. Generate daily RTB reports on the status of ATM and POS systems, issues incidents and updates on the previous day's issues to facilitate the achievement of the Retail and CIB banking volumes and profit targets. Create scheduled and Ad-hoc reports in line with user requests to ensure that business use these for their performance review and target projections. <p>Operational and Cost Management</p> <ul style="list-style-type: none"> Manage payments and costs to ensure smooth workflows. Ensure Departmental adherence to all RTB's control framework to ensure full compliance with all governing frameworks in the digital channel space. Maintain awareness of vendor agreements and advise any breaches of application and vendor performance from a production support perspective in line with SLA's. <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> Engage extensively with vendors on production issues to ensure timely resolution of all challenges and alignment with the vendors. Engage Head IT on Audit exceptions, change management and all issues involving RTB and why SLA exceptions were not met to urgently put corrective measures for all exceptions. This is also useful for ensuring that we have 0% overdue audit/risk items. Engage Central IT to resolve server issues for prompt, proactive management of IT service issues. <p>Project Management</p> <ul style="list-style-type: none"> Support the PMO in executing business change requests to achieve objectives of projects Lead/Participate in formal and Ad-hoc ATM and card projects, e.g. upgrades in order to achieve objectives of projects. <p>Governance, Risk and Compliance Management</p> <ul style="list-style-type: none"> Maintain awareness of the control framework and ensure ongoing adherence to regulatory, internal policy and process standards in order to avoid operational breakdowns and achieve satisfactory audits. Encourage risk awareness by providing ongoing face-to-face training where appropriate in order to mitigate risk <p>Effective Teamwork, Self-Management and Alignment with Group Values</p> <ul style="list-style-type: none"> Demonstrate pride in BancABC and Atlas Mara's brand and values to ensure that alignment is always there with group values. Plan and manage own workflow, juggling priorities and following through on objectives within agreed timelines and according to quality standards to ensure timely fulfilment of responsibilities and stakeholder satisfaction. Act in an ethical, transparent, and morally defensible manner, including highlighting unethical practices in order to that not disruptions hinder the overall objective of providing the required products and services. Display skill at mentoring/coaching others and resolving conflict to create a productive team and positive working environment. 	
<p>Experience & Qualifications</p> <ul style="list-style-type: none"> Grade 12 School Certificate with 5 Credits including Mathematics and English Relevant business degree. 5+ Years Business and IT experience with ATM Switches (CR2 Bankworld. Postilion). 	

Interested Applicants who meet the job requirements should e-mail their CV's to jobs-zm@bancabc.com. Only shortlisted candidates will be contacted. For detailed information on the jobs, visit our website at www.atlasmarazambia.com. Be sure to include the job applied for in the subject field. **Closing date: Friday, 26th August, 2022.**