Designation	: **Fraud Analyst – x 2**
Reporting Line : Manager : Fraud Detection & Prevention	
Business Unit : Risk	
Location : Lusaka	
Job Purpose : To operationally assure the management of fraud risk by regularly performing Fraud Prevention assessments and interventions and insuring capacity so as to detect fraud activity	

KEY OUTPUT & RESPONSIBILITIES

❖ Implement Fraud Prevention and Detection Strategies
- Update system case management records timely and submit MIS dash boards daily to Unit management to monitor key performance indicators on frauds in the bank
- Escalate true positive alerts to Fraud Unit management for investigations and incident management
- Update rules on Rule Libraries to reduce false positives and cover emerging risks and fraud types with unit management approval

❖ Accurate & Timely Reporting
- Submit daily reports on alerts of various detection tools to resolve fraud & customer related issues expeditiously.
- Immediate escalation of system outages, challenges, and concerns to reduce downtime, the threat of attacks, risk of frauds, and improve customer experience.
- Identify trends and make recommendations on system improvements to reduce the risk of frauds, improve efficiency and customer experience

❖ Incident Resolution
- Conduct linkage analysis on fraud management tools to aid investigations.
- Confirm held transactions with customers to avoid passing fraudulent transactions that may result in losses for the bank

❖ Stakeholder Relationship Management
- Meet regularly with business stakeholders to operationalize the Fraud Policy
- Build strong relationships across the team to stay abreast of trends and emerging risks
- Effective teamwork, self-management, and alignment with Bank values
- Plan and manage own workflow, anticipating obstacles, juggling priorities and following through on objectives within agreed time-frames and according to quality standards to ensure all responsibilities are fulfilled timeously.

Qualifications & Experience
- Grade 12 School Certificate with 5 credits, English and Mathematics inclusive
- Degree in I.T or in a related field
- 3+ years' IT experience - law enforcement training would be an added advantage
- Understanding of Bank procedures
- Understanding of internal and external stakeholders needs
- Fraud / Risk knowledge and Authorizations would be an added advantage

Interested applicants who meet the job requirements should email their CV's to e-mail address jobs-zm@bancabc.co.zm Please note that only shortlisted candidates will be contacted. **Clearly state the position you are applying for in the subject field**.
Closing date: Tuesday, 21st March, 2023