



## **CAREER OPPORTUNITIES AT EQUITY BANK.**

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Rwanda, Kenya, Uganda, Tanzania, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently Equity Bank Rwanda PLC is seeking a competent individual to serve in role of **OMNI Back Office Technical Support**.

### **OMNI Back Office Technical Support**

#### **Purpose of the Job**

The Payment Technical Support Officer plays a crucial role in ensuring the smooth functioning and reliability of the Bank's digital payment channels like USSD, mobile banking, and internet banking. Their responsibilities encompass both technical and customer service aspects.

#### **Key Responsibilities and Accountabilities**

- Offer digital channels business Support on OMNI channels (Equity Online, Equity Mobile & USSD) and Eazzybiz platform on the Front and Back Office platforms.
- Creating new users with their respective rights on Eazzybiz Backoffice
- Handle customer inquiries and complaints related to digital payment channels.
- Providing day-to day diagnosis and resolving technical issues related to payment transactions, account access, and platform functionality.
- Identify and address root causes of recurring problems to prevent future occurrences.
- Provide timely solutions to ensure uninterrupted service to customers.
- Continuously monitor the performance and stability of digital payment systems.
- Offer guidance on system usage, features, and troubleshooting steps.
- Participate in tests (User acceptance tests & production tests), and implementation of system upgrades and patches on the digital channels.

#### **Qualification, Experience, Skills, and Core competencies**

- Bachelor's degree in a Business or ICT related field.
- Minimum three (3) years' experience in banking institutions.
- Thorough knowledge of banks policies & procedures.
- Good understanding of banking and compliance regulations.
- Experience of working with multiple projects/tasks and the ability to prioritize.
- Strong interpersonal skills.
- Possess initiative, drive and ability to work independently as well as in a team.
- Aptitude for numbers with an eye for details.
- Proficient in the use of various Microsoft Office Applications.



**Only applicants who meet the above criteria will be shortlisted.**

If you meet the above requirements, we kindly invite you to submit your application quoting the job opportunity you are applying for to the email address below by **17<sup>th</sup> February 2025**. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: **[jobsrwanda@equitybank.co.rw](mailto:jobsrwanda@equitybank.co.rw)**

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.