



GENERAL
<p>Job Title: Senior Officer - Channel Application Support Department/ Division: Information Technology</p> <p>Number of Vacancies: 1</p>
BASIC PURPOSE
<p>The Channel Application Support officer is responsible for maintaining, troubleshooting, and optimizing digital banking channels such as mobile banking, internet banking, ATMs, POS systems, and API integrations. They ensure that banking applications run smoothly, are secure, and provide a seamless experience for customers and internal users.</p>
MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none">• Monitor and maintain banking applications, ensuring minimal downtime and optimal performance.• Troubleshoot and resolve technical issues related to banking channels.• Work with vendors and development teams to implement updates, patches, and new features.• Ensure applications comply with banking regulations, security policies, and industry standards.• Assist branch staff, customers, and other stakeholders with application-related issues.• Manage APIs and middleware connecting banking channels to core banking systems.• Use monitoring tools to track system performance and generate reports for management.• Supporting issues raised via service desk and ensure escalated tickets are closed timely.• Ensuring issues are sorted within the SLA time.
KNOWLEDGE, SKILLS, QUALIFICATIONS & EXPERIENCE
<p>Knowledge</p> <ul style="list-style-type: none">• Banking Systems Knowledge – Core banking applications- Finacle, digital banking platforms• Understand IT Service Management (ITSM) – Incident, problem, and change management (ITIL framework)• Understanding of cybersecurity principles and banking regulations• Ability to work with IT teams, vendors, and business users• Knowledge of IT related practices, principles and regulations• An ability to work in tight deadlines and within constraints• Able to operate in a performance driven organization <p>Skills</p> <ul style="list-style-type: none">• Technical Skills – SQL, Unix/Linux, API integration, application servers• Monitoring & Troubleshooting skills <p>Qualifications</p> <ul style="list-style-type: none">• Degree in Computer Science, IT, or related qualification. <p>Experience</p> <ul style="list-style-type: none">• A minimum of 2 years work experience in a similar field.

To Apply:

Please submit your application quoting the Job reference and title on the subject field to: TZRecruitment@equitybank.co.tz

Application Deadline: Monday 3rd March, 2025.