



Equity Bank is one of the region's leading banks whose purpose is to transform the lives, give dignity and expand opportunities for wealth creation for the people of Africa socially and economically by offering integrated financial services that socially and economically empower consumers, businesses and communities. With a strong footprint in Uganda, Kenya, Tanzania, Rwanda, Southern Sudan and DR Congo, Equity Bank is now home to more than 15 million customers, the largest customer base in the Eastern African Region. Currently the Bank is seeking additional talent to serve its customers:-

MANAGER IT SERVICE DELIVERY

Reports to: Head of ICT

Job Purpose

The IT Service Delivery Manager is responsible for ensuring the efficient and effective delivery of IT services that support business operations. This includes managing service performance, ensuring adherence to SLAs, and continuously improving IT service quality to enhance customer experience and operational efficiency. The role requires collaboration with key stakeholders to align IT service management with business objectives, ensuring optimal functionality of IT systems within a secure and compliant framework.

Key Responsibilities

1. IT Service Management & Delivery

- Oversee end-to-end IT service delivery to internal and external customers.
- Ensure IT services align with business needs, regulatory requirements, and industry best practices.
- Develop, implement, and enforce IT service management (ITSM) policies and procedures.
- Continuously monitor and report on service performance using key performance indicators (KPIs) and service level agreements (SLAs).
- Develop service improvement plans to enhance IT operations and reduce system downtime.
- Oversee service continuity, disaster recovery, and business continuity strategies to ensure seamless banking operations.
- Drive IT service transformation initiatives, leveraging automation, cloud technologies, and AI-driven insights.



2. Incident, Problem, and Change Management

- Lead the IT incident management process, ensuring timely response and resolution of IT-related issues to minimize business disruption.
- Conduct root cause analysis for recurring incidents and implement effective problem resolution strategies.
- Oversee change management processes to ensure seamless implementation of new IT services and system updates.
- Implement proactive monitoring tools and predictive analytics to prevent service interruptions.
- Ensure adherence to ITIL frameworks, best practices, and governance structures for service management.

3. Vendor and Stakeholder Management

- Manage relationships with IT service providers, vendors, and third-party partners, ensuring service level agreements (SLAs) are met.
- Conduct regular vendor performance reviews, negotiating contracts to ensure cost-effectiveness and service quality.
- Work closely with business stakeholders to understand service requirements, expectations, and areas for improvement.
- Ensure effective communication and reporting between IT teams and senior management.

4. Security, Compliance, and Risk Management

- Ensure IT service delivery complies with banking regulations, cybersecurity standards, and data protection laws.
- Work closely with the Information Security team to implement robust security measures that protect the bank's IT infrastructure.
- Identify, assess, and mitigate IT service-related risks, ensuring compliance with regulatory frameworks.
- Participate in IT audits, ensuring that audit findings and recommendations are addressed in a timely manner.
- Drive the adoption of secure IT practices, integrating security within service management processes.

5. Service Improvement and Innovation



- Continuously seek opportunities to improve IT service delivery by leveraging new technologies and best practices.
- Implement IT service improvement initiatives that enhance efficiency, reduce costs, and improve user satisfaction.
- Promote a culture of continuous learning and innovation within the IT team.
- Conduct regular training and knowledge-sharing sessions for IT teams and business users to enhance IT service awareness.
- Develop and maintain a service catalog, ensuring clear communication of available IT services to stakeholders.

Desired Knowledge, Skills & Abilities

- Bachelor's degree in information technology, Computer Science, Information Systems, or a related field.
- ITIL Foundation certification is required (ITIL v3 or ITIL 4 preferred).
- Certifications such as PMP, COBIT, or ISO 20000 are an added advantage.
- Minimum of 5-10 years of experience in IT service management, preferably in the banking or financial sector.
- Proven track record of managing IT service delivery in a complex, regulated, and customer-centric environment.
- Experience working with ITIL frameworks, service management tools, and IT governance structures.
- Demonstrated ability to lead IT service teams, implement ITSM processes, and drive service improvements.
- Hands-on experience with IT infrastructure, application support, and cloud-based service delivery models.
- Strong knowledge of IT service management (ITSM) frameworks, tools, and best practices.
- Excellent analytical, problem-solving, and decision-making skills.
- Strong leadership and stakeholder management abilities, with experience engaging executive-level stakeholders.
- In-depth knowledge of banking operations, regulatory requirements, and cybersecurity best practices.
- Ability to work under pressure, manage multiple priorities, and deliver within tight deadlines.
- Exceptional communication, negotiation, and interpersonal skills.
- Proficiency in IT service automation, monitoring tools, and reporting dashboards.



If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your job application cover letter along with a detailed resume, copies of the relevant certificates and testimonials in a single PDF file format, quoting the respective Job title in the subject field to recruitment@equitybank.co.ug by [Sunday 13th April 2025](#).

Only short-listed candidates will be contacted.

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