

VACANCY NOTICE: e-Commerce Analyst

22 September 2021

Applications are invited from suitably qualified individuals to fill the above named position that has arisen at Group IT & MIS Division, FBC Holdings.

PRINCIPAL ACCOUNTABILITIES

- Ensuring availability of e-commerce Platforms through the provision of relevant Services Delivery Channels
- Responsible for the change and engagement in a large scale customer service management transformation programme, focus on on-boarding retailing business of the transformation journey.
- Performing technical stakeholder requirement analysis and management
- OBDX Patch set application, Solution delivery and implementation of IT projects.
- Identifying service improvement opportunities and process fine-tuning.
- Ensuring that Oracle Banking Digital Experience (OBDX), Mobile Moola, E-Commerce and WhatsApp Banking services disaster recovery and business continuity are fully tested and compliant with the ICT policy.
- Ensuring minimal service disruption during the change process and ensure the FBC Group's e-Commerce delivery channels remain supportable as guided by ICT industry standards and product owners.
- Containing ICT costs and assisting Group ICT Senior Management in the formulation and management of the Division's budget in order to establish greater cost transparency and service availability as well as ensuring that the licence renewal, Annual Maintenance Contracts fees, and any service fees due are paid in time to avoid service disruption.
- Ensuring that the e-Commerce Service Delivery Channels are secure from any breach as defined by the ICT Security Policy.
- Ensuring that e-Commerce Service Delivery are designed, implemented, monitored and maintained according to the levels of quality, standards and as defined within negotiated and agreed in the internal and external service level agreements parameters or contracts.
- Ensuring that all assigned projects are delivered as guided by the FBCH Project management Framework with particular emphasis on management of the triple constraint of time, quality and cost.
- Conducting e-Commerce Research development of new technologies for increased effectiveness, efficiency and cost reduction and strengthening product competitive edge by increase customer experience.
- Ensuring there is comprehensive up-to-date documentation of e-Commerce channels Policies, Processes, Procedures and ensure these are in compliance with international standards.
- Training client services staff on proper back-office processing of electronic banking services.
- Compiling, identifying trends, and evaluating data for digital channels to support in decision-making.
- Identifying and tracking KPIs on e-Commerce channels traffic and suggesting conversion funnels stimulates to benefit the business.
- Measuring and monitoring adoption of new features and post production builds.

EDUCATION AND EXPERIENCE REQUIRED FOR THE JOB

- Degree in Computer Science/Information Systems/ Electronic Engineering or Equivalent.
- At least 1 Industry Certification (ITIL /Project Management Prince 2;PMP, SQL, Oracle, Microsoft c#, Digital Banking, ISO 8583,ISO 20022)

COMPETENCIES & SKILLS

- Knowledge on Flexcube and Oracle Banking Digital Experience.
- Appreciation of Electronic Funds Transfer Interfacing Technologies.
- Knowledge and strong experience on implementation of Electronic Payment Technologies and Service Delivery channels (Online/Internet Banking, Card Payment systems, ATMs, Mobile Banking)
- Knowledge and understanding of Internetworking Technologies and Security.
- Knowledge and understanding of Payments Systems messaging formats and standards (ISO8583, ISO 20022)
- Knowledge of APIs handling, AI and machine learning, Programming and project management
- Knowledge of Relational Database Management Systems.(MS SQL, MySQL or Oracle)
- Knowledge and understanding of the Systems Development life Cycle
- Knowledge of Operating Systems Interoperability and Administration
- Appreciation of Financial Services Business processes
- Sound Technical analytics, Leadership, teamwork and interpersonal skill.
- Ability to work under pressure with minimum supervision.

Interested candidates are to send their applications and CVs via e-mail to human.resources@fbc.co.zw by no later than 28 September, 2021 clearly marked:

e-Commerce Analyst: Group IT & MIS Division, FBC Holdings



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