

## **CRDB BANK PLC JOB VACANCY**

CRDB Bank PLC is looking for suitable person to fill a vacant position of Senior Manager Service Delivery in the Department of Information, Communication and Technology at the Head Office, in Dar es Salaam.

### **Job Summary:**

The senior manager for Service Delivery will oversee the delivery of CRDB ICT services to the bank's internal customers. They will establish processes that ensure consistently high service performance, monitor employees and suppliers for proper service delivery, as well as drive high levels of customer satisfaction, in line with IT Service Management best practices.

### **Primary Duties and Responsibilities:**

- Implement service management best practices including policies, processes, service catalogue and service level agreements.
- Develop and implement service management strategy and roadmap including ISO 20000 certification
- Ensure that appropriate service levels, KPIs and controls are in place and are delivered and regularly reported in a process driven fashion
- Manage the relationship between ICT and the business, ensuring high levels of customer satisfaction and chair regular review meetings
- Manage 3rd party vendors and suppliers that provide ICT services to CRDB bank
- Define, drive and implement service improvement plans with customers and 3rd parties
- Manage the service desk, change & release management, incident & problem management and configuration management processes
- Drive IT quality assurance and business analysis as dictated by the business
- Help define transition methodology, operational acceptance criteria and other standards for implementation of new services
- Ensure cost effective and quality approach towards end-to-end delivery of ICT services.

### **Education/Professional Qualifications:**

- Bachelor's Degree in Computer Science, Information Technology or their equivalent from an accredited institution;
- ITIL Foundation Certification (Intermediate Certification preferred)
- ISO 20000 Knowledge/Experience
- PMI/PRINCE2 Certification
- 10 years' experience working in a banking IT environment
- 4 years' experience in management

**General Profile and Attribute for All Applicants:**

- Excellence in interpersonal, communication and team skills
- Demonstrating analytical ability, adaptability, initiative and resourcefulness
- Strong rapport and relationship building skills
- Good level of business awareness and problem solving

**Remuneration:**

CRDB BANK PLC offers competitive remuneration and benefits. Successful candidate will receive attractive and competitive package commensurate with demands of the position.

**Mode of Application & Closing Date**

Interested candidates who meet the above criteria should submit an Application Letter accompanied with copies of academic transcript, certificates and with a detailed up to date CV with two work related referees addressed to the Director of Human Resources to reach her not later than **23<sup>rd</sup> March 2017**.

**Director of Human Resources**

**CRDB Bank Limited**

**P.O.Box 268**

**DAR ES SALAAM**

Tel: 022-2117441/7