



**WE ARE
HIRING**

Alternative Delivery Channel and Support Officer

REPORTING TO:

Assistant Manager - Alternate Channel Sales and Support

DEPARTMENT:

Retail Banking

REGION:

Dar es Salaam

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by workload



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1. PURPOSE OF JOB:

Responsible for promoting and selling the acquiring business of the Bank, He/ She will be responsible for identifying potential merchants and driving acquisition through team and branches. Responsible for meeting or Exceeding NTB Volume as assigned.

2. PRINCIPLE ACCOUNTABILITIES:

- Develop and execute customized territory business plans to increase sales volume and market share within Merchants space in the regions as assigned.
- Create new sales and revenue generating opportunities as appropriate.
- Utilize a consultative sales approach that ensures that the client's business objectives are met, and that the performance metrics of their payment portfolios are maximized.
- Prepare proposals, high impact sales presentations and negotiate contractual relationships with new and existing customers.
- Contribute to the development of Merchant Acquiring strategy
- Develop partnerships and campaigns with merchants as per assigned portfolio and territory to grow revenues and brand visibility for both during the year.
- Monitor merchants with dormant and low/zero volume and recover PoS during the assigned year.
- Handle all chargeback and disputes for all merchants as they are reported and work with internal departments till closure.
- Deliver POS terminals within the assigned SLA
- Assist line manager in driving the acquiring strategy and any work / project assigned.



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3. QUALIFICATION AND SKILLS:

- Bachelor's degree in Business Administration, Finance, Marketing, or any related field.
- 2+ years of experience in similar positions.
- Experience working with agents or merchants, with a focus on customer service and relationship management.
- Strong interpersonal and communication skills for effective interaction with merchants, agents, and team members.
- Ability to work independently and as part of a team in a fast-paced environment.
- Good analytical and problem-solving skills.
- Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word).

**Kindly use the provided link
to submit your application.**

NB: Only shortlisted candidates will be contacted

Exim Bank (T) Ltd is an employer that provides equal opportunities and is dedicated to fostering a diverse workplace and attaining a gender-balanced team. We highly encourage women and individuals with disabilities to submit their applications for this position.

Application deadline: **11th May 2025.**



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**WE ARE
HIRING**

Application Analyst

REPORTING TO:

Core Application Manager

DEPARTMENT:

IT and Digital Transformation

REGION:

Dar es Salaam

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by workload



SWIPE



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1. PURPOSE OF JOB:

Incumbent in this position shall perform all duties related to the review, assessment, and development of business processes. Functioning in a liaison capacity, incumbent should analyze and translate business requirements into system and /or business process changes. Incumbent should act as a change agent to facilitate effective deployments/modifications to current practices.

2. PRINCIPLE ACCOUNTABILITIES:

- Create designs for technical solutions to resolve business problems and try out components of new systems for efficiency.
- Reach out to business and project managers in the course of work in order identify and evaluate user and business requirements.
- Create and facilitate cost efficient solutions & analyze systems specification to meet business requirements.
- Ensure accurate documentation that may include all applications aspects such as business requirements, client requirements and technical specifications.
- Carry out research on how technology applications are used and suggest ways for system improvement and efficiency.
- Develop strong relationships with external vendors, business teams, and other upstream and downstream support teams.
- Develop strong technical expertise in banking technology and associated applications to understand the end-to-end transaction flows of applications across Exim bank.
- Perform and seek to continuously improve the monitoring of the application environment and supporting infrastructure.
- Adopt standardization processes, such as the Change Management Process and New Request Process, to ensure effective and efficient workflow.
- Plan and conduct simulation of EOM and EOY runs in Collaboration with Enterprise Solutions Architect unit to eliminate any unforeseen incidents for successful completion of EOD/EOM/EOY batch runs.
- Second level Support for all the issues related to Core Applications.
- Provide and submit updates to Manager Core Applications on a weekly basis.



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3. QUALIFICATION AND SKILLS:

- Bachelor's degree (or equivalent) in IT or Computer Science or related field.
- Minimum (3) three years' working experience in supporting banking applications and participating in technology projects.
- Good understanding of API-driven integrations and associated languages
- Good Understanding of key peripheral banking applications (SWIFT, Treasury applications, workflow applications and BOT Applications)
- Proven technology back-end skills
- Business processes mapping and modelling
- Strong customer service and troubleshooting skills.

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WE ARE
HIRING

Digital Product and Business Analyst

REPORTING TO:

Senior Manager – Digital Products, Design

DEPARTMENT:

IT and Digital Transformation

REGION:

Dar es Salaam

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by workload



SWIPE



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1. PURPOSE OF JOB:

The Digital Product Innovation and Business Analyst within the Digital team is instrumental in advancing the strategic vision and business objectives of the Digital Solutions team. This position utilizes product ideation, design, project management, and Lean methodology to support and lead the implementation of new digital products, enhancements, and platform improvements. Moreover, it serves as an intermediary between the business and digital teams, facilitating seamless collaboration, goal alignment, and effective execution of digital initiatives. This role also promotes a culture of innovation and continuous improvement, maintaining the team's agility and forward-thinking approach.

2. PRINCIPLE ACCOUNTABILITIES:

- Diligently monitor industry trends and the competitive landscape, bringing fresh ideas to the table
- Consult and collaborate with a variety of internal stakeholders to better understand the business requirements, product needs and alternative solutions.
- Support business case creation, gathering requirements and information from various business units as the digital product owner.
- Passionately pursuing the improvement of the digital user experience that generates revenue to the business, includes reporting and analysis
- Be a liaison between information technology, business team and other units throughout project creation to post-launch support.
- Taking ownership and ensuring consistency deliverable of all digital products and business vision / strategy to contribute to the overall bank vision.
- Keeping track of all business priorities and innovations that need to be delivered beyond the set time.
- Be involved in the execution of digital products and services including: all aspects relating to the business need across all digital spectrum i.e., mobile, web, USSD, QR, Wallets, online banking and website platforms etc.
- Work with UX/UI designers to ensure digital banking platforms are user-friendly and intuitive.
- Conduct user testing and gather feedback to improve customer experience.
- Ensure digital banking solutions comply with industry regulations (e.g., NPS, AML).
- Stay updated on regulatory changes and assess their impact on digital banking operations.
- Monitor competitors' digital banking offerings and identify opportunities for differentiation.
- Benchmark the organization's digital banking services against industry standards.



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3. QUALIFICATION AND EXPERIENCE REQUIRED:

- Bachelor's degree, preferably in the fields of information technology, computer science, business, banking and finance or other relevant academic backgrounds, preferably with a significant track record in managing digital channels Excellent technical skills, project management abilities
- At least 3+ years of relevant working experience in Digital space, digital marketing and innovation, MNO's or fintech or as aggregator.
- Strong Inter-personal skills and ability to influence other functions and Strong Communication skills – oral, written & presentation.
- BA certification will be added advantage
- Strong skills in business analyst and innovation with proper track of achievement.
- Knowledge and understanding on how government system works like GePG, TIPS, MUSE or any independent third-party applications or platforms.
- Knowledge of digital banking platforms, APIs, and fintech solutions.
- Familiarity with tools like SQL, Tableau, or Power BI for data analysis.

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EXIM BANK
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**WE ARE
HIRING**

IT Service Management Specialist

REPORTING TO:

ITSM Manager

DEPARTMENT:

IT and Digital Transformation

REGION:

Dar es Salaam

HOURS OF WORK

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1. PURPOSE OF JOB:

Incumbent is responsible for ensuring that the Information Technology services provided by the bank meet the needs of internal & external customers and operate as efficiently as possible. Planning and implementing IT Service Management processes, software and tools to optimize IT service delivery and reduce costs.

2. PRINCIPLE ACCOUNTABILITIES:

- Lead the design and implementation of the NGEN Service Management Framework, COBIT Governance Framework and Operating Model based on ITSM Best Practices
- Successfully transforming the IT organization by delivering best practices supporting Service Management and overall Operations Service Delivery
- Provide direction and goal setting on strategy and operations.
- Contribute to design and solution development activities.
- Responsible for leading a team of professionals in the areas of service transformation, Service Management, metrics and reporting.
- Define roles and responsibilities for the new Service Management organization.
- Promote and champion the benefits of Incident, Problem, Change, Request, Knowledge Management, CMDB and other IT Service Management processes.
- Responsible for incorporating new services into the service catalog and service delivery model.
- Accountable for building and publishing the service catalog.
- Oversee process to ensure the Service Level Agreements (SLAs) and supporting Operating Level Agreements (OLAs) are developed and published.
- Responsible for measuring and quantifying performance and compliance.
- Develop performance measures and consistently report metrics.
- Lead continual service improvement and ongoing process maturity through regular reviews of the process and tools, trend analysis and metrics reporting and through regular engagement with stakeholders
- Partner with services teams to deliver a service operations strategic plan and roadmap.
- Provide tactical and strategic recommendations based on ITSM KPIs



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3. QUALIFICATION AND SKILLS:

- Degree in Information Systems, Computer engineering, Business Administration or Equivalent.
- Analytical Thinking.
- ITIL certifications will be an added advantage.
- Experience in handling large project teams that include other project managers, Specialists, administrative support, and third-party vendors.
- Understanding of the customer segments and Telecom products.
- 2 years' experience in ICT service delivery management in banking/financial industry, preferably with exposure to core banking system and branch support/operations.
- Knowledge of the trendy banking software and technologies in the market.
- Excellent written and oral communication.
- Sense of when to escalate a problem or ask for assistance.
- Problem-solving and follow-through; pragmatic and thorough.
- The Departmental Heads (Corporate Office) / The Senior Managers (Branches and Corporate Office) / The Branch Managers (All Branches), Please bring the content of this circular to the notice of all staff members and a copy of this circular may also be displayed on the staff-notice board.

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WE ARE
HIRING

Switch Products, Design and Quality Assurance Officer

REPORTING TO:

Asst. Manager – Digital Support - Switch

DEPARTMENT:

IT and Digital Transformation

REGION:

Dar es Salaam

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by workload



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1. PURPOSE OF JOB:

- To drive and deliver bank business expectations relate to new switch from new products, innovation, support, and expansion.
- The Switch Specialist will be responsible for implementing all Digital Products and providing support related to Switch from a Digital Banking perspective, ensuring timely delivery to meet business requirements.
- He / She will contribute to the maximum utilization of new Switch by introducing new features or enhancements of the existing to support business growth.
- He / She will be the focal point of all matters i.e., subject matter experts related to Switch Product, ATM, POS, Wallets, QR scan, Agency Banking, CMS, Android POS, Schemes (VISA, MC, UPI, AMEX, etc.).

2. PRINCIPLE ACCOUNTABILITIES:

- Participating in all projects related to Switch and play a virtual role as intermediate between digital and business units.
- To be a SME for switch products, schemes and other related to switch products.
- Vast understanding on cards operations, support, mandates, and schemes to support business requirements.
- Scan for market and industry trends and the competitive landscape and advice otherwise.
- Understand the market landscape, show curiosity by seeking out market and customer insights, and seeking to translate these into product opportunities.
- Drive end-to-end product management lifecycle.
- Perform analysis and provide data-informed input into the product road map, develop product features, write clear, concise, and comprehensive functional requirements, and coordinate project management and implementation activities.
- Drive analysis, modeling and make recommendations for product pricing.
- Contribute product expertise and collaborate effectively with other key stakeholders in Business, Technology, Operations, Marketing, and Sales.
- Work effectively with card scheme partner and resources to achieve key milestones.
- Strategic Planning: Analyze market trends, assess internal capabilities, and contribute to the bank's strategic planning process.
- Business Strategy: Participate in the development and implementation of the overall business strategy for the Cards & Payment Services Department, with a particular focus on optimizing credit card profitability and portfolio risk management.
- Keep Head of Digital and other stakeholders well-informed of project progress, issues, risks, and product performance.
- Consistently drive towards achieving key performance indicators and targets.



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- Strong Inter-personal skills and ability to influence other functions and Strong Communication skills – oral, written & presentation.
- Strong skills in cards, schemes, and switch implementation.
- Knowledge and understanding on how schemes operate with new trends in switching and operations.
- At least 3+ year of relevant working experience in Switch, cards, Digital space, digital marketing and innovation, MNO's or fintech or as aggregator.
- Able to work independently, organized, creative and attentive to details.
- Be a good team player, self-motivated with positive thinking plus able to deliver multiple projects/tasks.
- Project Management and Change Management skills and Excellent communication and interpersonal skills.
- Scheme certification or training like MC, VISA, Business analyst, Digital Products or any certification in digital space will be added advantage.

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