



A Subsidiary of Access Bank Plc

## JOB PROFILE

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| <b>Position Title:</b>       | Banking Systems Administrator        |
| <b>Available position/s:</b> | 1                                    |
| <b>Division:</b>             | ICT                                  |
| <b>Location:</b>             | Head Office                          |
| <b>Reporting to:</b>         | Senior Banking Systems Administrator |

### Position Scope:

The job holder will be responsible for Banking operations and maintenance of systems. He/she is accountable for day-to-day operational, processing, administrative & maintenance tasks on all Bank systems; in addition, he/she will provide assistance to project teams technical analysis and design of projects to achieve business requirements.

### Key Responsibilities:

- Provide support for the CBS and other banking applications through monitoring, capacity management, and timely update of applications.
- Ensure up time for Core Banking System and other related banking applications.
- Configuration of new Products & system parameterization in CBS and other banking applications.
- Preparations of Systems Requirements Specification (SRS) document, creation of process flow/manuals for users and scoping as per user requirements.
- Involvement in projects; systems Interfacing and Integration as regards CBS and other banking applications.
- Act as the single focal point for all assigned client solution requests between business teams and vendors where required.
- Provide project management and system implementation support to business teams to achieve related integration between the core banking systems and our systems provided to customers' computing platforms/ environment for customized solutions.
- Co-ordinate the analysis, development, testing and implementation of client's solutions; new products, fixes, upgrades and software changes, as per Business Requirement Definition and aligned to the Business prioritization matrix for both in-house solutions and vendor-based solutions, including the review of the functional specification documentations to ensure alignment of solutions to business & ICT specifications and delivery timelines.
- Analyze and enhance technology requirements in liaison with Business teams and or bank vendor to deliver cost effective, consistent and high-quality business solutions to customer needs.

- Perform impact review of system changes and enhancements on the various Bank platforms to existing customer solutions offered through solutions delivery and liaise with the Business functions and operations for the resolution of system related problems and for changing management to ensure client satisfaction on solutions delivered.
- Ensure compliance with Bank procedures, policies, regulatory obligations and reporting requirements.

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### **Skills & Experience:**

- Bachelor's degree in ICT, Computer Science, Information Systems or a related field.
- ITIL Foundation certification
- Five (5) years' experience in IT field within the Banking Sector with two (3) years in core banking system support role.
- Knowledge of Flexcube system administration is required.
- Knowledge of data analytics and report writing.
- Knowledge of SQL, oracle, Linux and IBM tools.
- ITIL Governance Standards
- Core banking systems.
- Network systems
- Business Continuity planning
- IT Security and Security appliances
- Oracle databases
- Service Desk overview.
- Server Management
- Knowledge of file processing and file formats
- Professionalism –maintains a professional approach based on ethics and NBK values.
- Integrity and honesty and ethics- ensures ethical practices and integrity and ensures NBK is not put at reputational risk.
- Excellent interpersonal and communication skills.
- Innovative and Creative
- Proven excellent planning, organization and execution skills.
- Ability to drive changes.
- Teamwork
- Active listening, Good Personal Organization
- Good knowledge of Banking laws and regulations

### **How to Apply:**

- Send your CV and application letter showing how you meet the role requirement stated above to: [Recruitment@nationalbank.co.ke](mailto:Recruitment@nationalbank.co.ke) by **Monday, 10<sup>th</sup> August 2026**
- Indicate Name & Job Reference **No. NBK/ICT/04/2026 on email subject.**
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.