



SMEP DEPOSIT TAKING MICRO FINANCE LIMITED
KIRICHWA ROAD - OFF ARGWINGS KODHEK ROAD
P.O. Box 64063-00620, NAIROBI,
Tel: 020 2055761, 3572799, 2673327/8, Cell: 0711 606900
Email: info@smep.co.ke

SMEP Microfinance Bank Limited is a dynamic Christian based bank regulated by the Central Bank of Kenya, whose **Mission** is *"To empower our customers through provision of market driven financial solutions"*.

We are inviting applications from interested and suitably qualified candidates who are passionate about transforming lives in the society, to fill the following position:

ICT APPLICATIONS SUPPORT OFFICER

The successful candidate will be reporting to the **IT Projects and Applications Manager**.

SUMMARY OF KEY DUTIES AND RESPONSIBILITIES

- Monitoring, performance optimization and reporting on Alternative Banking Channels; Mobile banking, ATM, Agency, Merchants and other integrations support.
- Undertaking the *Close of Business processes*, backups, reports delivery and other IT operations
- Supporting implementation and rollout of IT projects and applications within acceptable time and cost.
- Core banking system and other Business applications support and maintenance
- Information security controls implementations, support and maintenance
- Internal and External users support and trainings to achieve the desired results from IT resources utilization
- ICT Equipment support, installations, repairs and preventive maintenance
- Other tasks that may be assigned by management and supervisors from time to time.

QUALIFICATIONS AND EXPERIENCE:

- Must be willing and able to work on *night shifts* as per the departmental duty rota.
- Graduate in Information Technology from a recognised University or equivalent
- At least 2 years experience in applications and projects support in a financial services environment
- Demonstrate relevant skills or certification on Applications, Projects and User support
- Strong analytical skills, technical skills and very keen with details
- Results driven - takes initiative to achieve challenging work goals, focused, time and high standards conscious, and ready to work under flexible working hours

- Problem solver and continuous learner – use of work challenges as opportunities to learn and identify new innovative solutions to problems.
- Aged below 30 years
- Committed to upholding high values and ethics of a Christian.

HOW TO APPLY

The full job profile is on the website and qualified and interested candidates who meet the criteria should download the “Job Application Form” at www.smep.co.ke/opportunities, and send their filled applications to recruitment@smep.co.ke on or **before 29th April, 2017**. Only shortlisted candidates will be contacted.