

IT OFFICER



ROLE SUMMARY:

The IT Officer is responsible for advancing the digital transformation of aBi Finance, supporting the implementation and integration of the MIS core banking system, and ensuring automation and workflow streamlining across front-office and back-office corporate services using Microsoft 365 modules, Power Platform, and related technologies. The IT Officer serves as the key technical resource for M365 development, workflow automation, API integrations, reporting, and business analytics, while also contributing to IT support and system reliability.

REPORTS TO: IT Manager

SUPERVISES: None

SCOPE OF RESPONSIBILITIES

Area of Responsibility	Action Steps	Success Criteria/Measures
<p>MS M365/Power Platform Workflows and Development Ensure effective development, maintenance, and optimization of Microsoft-based workflows and applications.</p>	<p>Develop, maintain, and support workflows using Power Apps, Power Automate, and Power BI.</p> <p>Review existing workflows and recommend improvements.</p> <p>Ensure proper testing, documentation, and change management processes.</p> <p>Implement approved enhancements and additional functionalities</p> <p>Make integrations between procurement and payment modules for budget analysis and management.</p>	<ul style="list-style-type: none"> ✓ Reliable and efficient workflows across business functions. ✓ Improved process automation and system performance.
<p>Core Banking System Integrations</p>	<p>Enable seamless integration between the core banking system and internal platforms.</p>	<ul style="list-style-type: none"> ✓ Successful system integration and

<p>Enable seamless integration between the core banking system and internal platforms.</p>	<p>Ensure reliable data exchange across systems.</p> <hr/> <p>Participate in UAT, training, and system rollout activities.</p> <hr/> <p>Ensure reliable data exchange across systems.</p>	<p>interoperability.</p> <ul style="list-style-type: none"> ✓ Minimal disruptions during and after implementation.
<p>Business Analytics Support data-driven decision-making through reporting and analytics.</p>	<p>Develop dashboards and reports using Power BI and related tools.</p> <hr/> <p>Configure and deliver Business Analytic Dashboards using the MS Power Platform.</p> <hr/> <p>Ensure accuracy, consistency, and availability of data.</p> <hr/> <p>Collaborate with users to meet reporting needs</p>	<ul style="list-style-type: none"> ✓ Availability of accurate and timely business reports. ✓ Increased use of analytics for decision-making.
<p>Disaster Recovery and Back Up Support system resilience through effective backup and recovery processes.</p>	<p>Support backup and recovery configurations across systems.</p> <hr/> <p>Participate in disaster recovery planning and testing.</p> <hr/> <p>Ensure systems are aligned with continuity requirements</p>	<ul style="list-style-type: none"> ✓ Reliable backup and recovery processes ✓ Systems are recoverable during disruptions.
<p>Cybersecurity Risk Management Support Support secure systems and contribute to ICT risk management.</p>	<p>Support implementation of security controls and monitoring mechanisms.</p> <hr/> <p>Apply secure coding practices in all development work.</p> <hr/> <p>Ensure developed systems and workflows are secure</p> <hr/> <p>Support vulnerability management and security reviews.</p>	<ul style="list-style-type: none"> ✓ Secure applications and systems. ✓ Reduced security risks and vulnerabilities
<p>IT Innovations and Enhancements Promote continuous improvement and adoption of innovative technologies.</p>	<p>Review existing systems and recommend improvements.</p> <hr/> <p>Identify opportunities for automation and efficiency gains.</p>	<ul style="list-style-type: none"> ✓ Improved system efficiency and effectiveness. ✓ Adoption of relevant innovations.

	Stay updated on emerging technologies and best practices.	
	Support implementation of innovative solutions	
ESG Adaptation and Mitigation Support ESG ICT practices and digital transformation.	Promote energy efficient IT practices, including low-power hardware and cloud optimisation.	✓ Reduced environmental impact of ICT operations. ✓ Increased digital adoption.
	Support paperless processes and digital workflows.	
	Support ESG data systems, reporting, and analytics.	
IT Support Provide responsive and effective ICT support to staff.	Provide technical support to all staff.	✓ Efficient resolution of IT issues ✓ High user satisfaction.
	Resolve system and application issues in a timely manner.	
	Support IT service management processes.	

REQUIREMENTS OF THE ROLE

Educational Qualifications <ul style="list-style-type: none"> Degree in Information Technology is essential. IT certifications in the following programming languages; HTML/CSS, JavaScript, Python, PHP, SQL, Visual Basic, and C++ is essential. Microsoft Systems Power Platform Certifications are desirable. Certification in Web Architecture, 	Competency	Level 1 Standard	Level 2 Specialist	Level 3 Team Leader	Level 4 Leadership	
	Ownership & Initiative			✓		
	Learning & Adaptability			✓		
	Situational Awareness & Thinking			✓		
	Execution & Drive for Results			✓		
	Understanding Others & Team Collaboration			✓		

Databases and Web Storage are desirable.

- IT Governance Accreditation (e.g COBIT) is desirable.

Communicating & Influencing		√		
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Experience

- Minimum 5 years of providing Full Stack Development Services.
- At least 2 years in a role that served the Financial Services sector working with a core banking system.
- Experience of working within a large team delivering an IT Project against prescribed budget and timeframes.
- Experience of working with Finance Department staff and supporting associated IT processes.
- Experience with disaster recovery planning and VAPT processes.
- Strong understanding of various IT architectures and emerging technologies.
- Experienced in using Microsoft applications for Business Analytics with Power Bi and creating workflows using Power Automate.
- Experience with developing and implementing cybersecurity strategies.
- Experience with project management methodologies (e.g., Agile, Waterfall).

Technical Skills & Knowledge

- Microsoft Power Platform development expertise.
- Microsoft Azure Logic Apps/Azure Integration Services.
- System integration and API installation.
- Secure coding standards
- Strong understanding of cloud computing technologies (e.g., AWS, Azure, GCP)