



Your trusted business partner

March 3, 2023

**JOB PROFILE**

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03-2023  
**MINISTRY OF LABOUR**  
**03 MAR 2023**  
**REPUBLIC OF SOUTH SUDAN, JUBA**

Job Title	Head of Innovation & ICT
Reporting to	Chief Executive Officer
Location	Juba with occasional travel
Grade	
Direct Reports	Deputy Head of Innovations, IT officers

**1.0 BACKGROUND**

Kush Bank Plc, established in 2012, is a fully licensed commercial bank, capitalized per the Bank of South Sudan requirements. Since commencing operations, the bank has become recognized as a trusted operator in the financial services sector and a stable partner to clients. The bank provides innovative and timely solutions to meet the unique requirements for organizations operating within South Sudan.

The bank’s mission is to offer a complete financial solution to partners through quality products and services, profitable financing solutions, innovative technology, and a knowledgeable, responsive team.

We are seeking an experienced and dynamic individual to join our bank as the Head of Innovation & ICT. In this position, the successful candidate will be responsible for driving the bank’s digital strategy, identifying and implementing innovative technology solutions, and leading the IT department.

**2.0 JOB PURPOSE:**

This role is a fundamental component of the bank’s operation as it seeks to provide professional service and support in the application and maintenance of the Bank’s Management Information System.





### 3.0 KEY DUTIES/ RESPONSIBILITIES

- Develop and implement the bank's innovation and digital strategies and roadmaps, ensuring alignment with the bank's overall strategy and objectives.
- Identify and evaluate innovative technology solutions and partnerships that can enhance the bank's operations, customer experience, and competitiveness.
- Lead the IT department, ensuring the timely and effective delivery of technology solutions and services that support the bank's operations.
- Manage the bank's information security and data protection, ensuring compliance with relevant regulations and industry standards.
- Foster a culture of innovation and continuous improvement, encouraging the development and implementation of new ideas and approaches to drive business growth.
- Collaborate with business units and other stakeholders to understand their technology needs and requirements and ensure that technology solutions are aligned with business objectives.
- Manage relationships with external technology vendors, ensuring that they meet the bank's expectations in terms of quality, cost, and service.
- Work with external partners, such as fintech companies, to collaborate on new products or services that can benefit the bank and its customers.

#### a) Digital Bank Products and Financial Solutions

- Ensure the Bank has a formidable go-to-market strategy for all Digital Financial Services and Partnerships
- Lead and have oversight of the bank's digital financial services solutions
- Monitor, evaluate, and guide emerging trends and new technologies that can help the bank to improve its operations, enhance its customer experience, and remain competitive in the market.
- Manage the innovation pipeline, which includes identifying new ideas, evaluating their potential, and prioritizing them for further development.
- Lead cross-functional teams to develop and implement new products, services, and processes. This involves managing project timelines, budgets, and resources, as well as communicating progress and results to senior management.
- Track and measure the success of innovation initiatives, including their impact on the bank's bottom line, customer satisfaction, and other relevant metrics.





**b) Digitization of the bank operations**

- Initiate, Oversee, and Undertake new ICT projects as guided by the overall business strategy
- Provide technical and policy advice to the operation and branch management on ICT matters in a changing operations environment and the implications of alternative ICT solutions.
- Designing, implementing, and managing the bank's Active Directory
- Handle and implement requests for application customizations and improvements

**c) Branch Interconnectivity**

- Oversee the function of hardware support, access, and system profile set up across the organization
- Management of service level agreements with application and equipment vendors
- Set up and maintain a business-enabling, IT-equipped environment, including LAN, workstations, printers, shared file services, antivirus, and internet/ email access at the Head Office and the branches.
- Ensure a 99% up-time for the data communications systems and interface within the LAN.
- Provide efficient user support for computing hardware and software.

**d) Core Banking System Management**

- Provide timely support and configuration management of the Core Banking application system in line with business Service Level Agreements (SLA).
- Oversee the configuration, patches, update and upgrade management of the Core Banking system
- Facilitate and manage seamless integration with other interdependent/ interconnected software applications.
- Anticipate Core Banking application problems and implement preventive measures
- Ensure the banking system efficiently runs auto-tariff collections
- Carry out updates of payment systems
- Prepare/ Update and Implement the IT Disaster Recovery Plan in collaboration with the IT, operations, and senior management teams.



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- Conduct and update documentation of all procedures related to Core Banking application for operational reference
- Management of service level agreements with application vendors

**e) IT Risk Management**

- Carry out System Audits
- Conduct application testing
- Ensure that Core Banking System, tools, and data are available on the disaster recovery site any time they required
- Management of the daily core banking security, data backup, and retrieval scheme and system.

**f) Bank ICT Development & Management**

- Conduct regular business ICT needs analysis and make recommendations to the CEO
- Identify ICT needs, including equipment and staff requirements, prepare operations plans and budgets
- Participate in planning and monitoring of budgets of the bank.
- Offer support for presentations, strategy documentation, and other documents
- Facilitate the ordering/ procuring of equipment, recruitment, and training of ICT staff by setting up standard requirements and providing advice on the selection and purchase of the bank's IT equipment
- Establish and maintain systems for keeping an inventory of IT equipment, software, and list of names with their respective IT codes and authorization level in Neuron core banking and mail exchange system
- Ensure users operate on updated, legally acquired software by installing and configuring approved desktop and server operating systems; TCP/IP
- Periodically upgrade and service the bank IT equipment and facilities such as counting machines, PC, laptops, printers, and other equipment.
- Investigate user problems, identify root causes, determine possible solutions, test and implement solutions
- Oversee the regular and appropriate updating of the bank's website.
- Develop management information reports and dashboards using business objects, crystal reports, and other applicable tools

**g) Team Management**

- Supervise ICT staff members at the head office and offer technical support to the branch teams



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- Actively manage the timely resolution of outstanding defects or issues impacting the business

**h) Training & Development**

- Carry out training for end-users on bank applications, ICT security, core banking system, and other applications.
- Recommend, Organize, and follow through on training and development of the ICT staff
- Attend regular training on financial technology

**i) Any other duties as may be assigned by management.**



**4.0 QUALIFICATIONS, EXPERIENCE, SKILLS, AND COMPETENCIES**

**a) Qualifications**

- A Bachelor's or Master's degree in Computer Science, Information Technology, or a related field from a recognized university or a recognized professional qualification.
- At least 6 years of experience in the technology and innovation field, with a proven track record of delivering successful technology solutions and driving innovation.
- At least 4 years of experience in a leadership role, with a strong ability to manage and motivate teams, as well as manage relationships with stakeholders.
- Relevant University Degree in Computer Science or any other related ICT field
- Working knowledge of relational database management systems

**b) Experience**

- Working experience in Core Banking support & configuration management in a modern international, financial ICT environment
- Working knowledge of system testing ability to develop customized software applications from functional specification
- Demonstrated expertise in Solution architecture and system development life cycle and managing banking application support processes, including application defect management
- Demonstrated experience in software applications and digital products development and deployment



- Demonstrated experience in managing service level agreement with application service providers
- Knowledge of Agile development framework

**c) Competencies**

- Commitment to the institution's Vision and Values
- Experienced in supervising and mentoring team members
- Able to work independently and with minimum supervision in harsh, unstable, and challenging conditions
- Team Player & Leadership
- Able to establish and maintain effective working relations with people of different cultural backgrounds and languages
- Willingness to travel and to work long hours as required to achieve the bank's objectives
- Knowledge of business reporting tools

**d) Skills**

- Strong analytical, decision-making, and problem-solving skills
- Proactive, Innovative, and Creative
- Project Management
- Ability to communicate and function in a culturally diverse and change-oriented setting;
- Good command of English. Knowledge of Arabic and other working languages is desirable.
- Knowledge and management experience of core banking software
- Proficiency with the latest relevant financial technology software, such as Microsoft Office products



This position is open to All. But priority will be given to qualified South Sudanese Women and Men. If you have the above-required competencies, please send your CV, copies of Academic Documents, and an engaging letter by march 23<sup>rd</sup>, 2023, through [recruitment@kushbankss.com](mailto:recruitment@kushbankss.com) or hand-deliver your application to Kush bank KonyoKonyo Office, Opposite Juba City Council.

Due to the urgency of filling this position, applications will be reviewed as they come, and only shortlisted applications will be contacted.

