

EXCITING CAREER OPPORTUNITIES



**Housing
Finance
Bank**

Housing Finance Bank, a Commercial Bank and the leading provider of housing finance solutions with a vision to be the preferred Bank that enables its customers to achieve their housing and other financial aspirations, seeks professional, competent, experienced and dynamic individuals to fill the following positions:

INFORMATION & COMMUNICATION TECHNOLOGY DEPARTMENT

1.0 Job Title: Systems Security Manager (1Position)
1.1 Reports to: Head Information Technology
1.2 Duty station: Kampala – Head Office

1.3 Job Purpose: To ensure there is effective logical security for the bank's information assets and transactions processing systems.

Key Result Areas

- Design and update cyber security strategy of the Bank
- Review Database logs and report on any deviations (Oracle, SQL server, MySQL).
- Review network switches, routers and firewall configurations and logs; report any threats, deviations from rules, policies etc.
- Review UNIX and windows server configurations, logs and updates; report any deviations from policies, procedures.
- Review activities of privileged access on all server operating systems and databases;
- Conduct user access reviews for domain, DBs, applications and devices in collaboration with IT service and Infrastructure Manager.
- Perform security reviews of Endpoint devices and report any deviations from Policies.
- Conduct technology risk assessment for the technology environment, report all inherent technology risks associated.
- Conduct compliance assessment of all IT processes to ensure conformance to established technology policies and procedures; report any deviations
- Review data centre and Disaster Recovery site environmental conditions and report any deviations from known standards and technology policy.
- Conduct technology security awareness.
- Provide support to Internal Audit, Risk management and External Audit functions when required.

Qualifications, Experience and Competencies

Technical Competencies

Qualifications

- Bachelor in Information Technology/ Computer Science/ Software Engineering / Electrical and Electronic Engineering
- Cyberoam Certified Network Security Professional (CCNSP) / CCNP
- UNIX Systems Administration
- ITIL Foundation Certificate in IT Service Management
- People Management Skills

Knowledge & Experience

Six (6) years of progressive experience in systems security and network administration; in particular:

- Network and Cyber security
- Router, Firewall configuration and administration
- Proxy system configuration and management
- Oracle Database and UNIX systems security administration
- Endpoint security administration using any security tools such as Kaspersky Security Centre.
- Cyber Security policy administration
- Microsoft Windows Server administration

Behavioural Competencies

- A high level of integrity.
- Ability to work under minimum supervision.
- Teamwork and ability to work well with supervisors, colleagues and other team members of the Bank
- Respectful and cordial to foster good working relationships with the service providers and customers.
- Good customer service with customer centricity.

2.0 Job Title: Information Technology Infrastructure Officer (1position)
2.1 Reporting To: Information Technology Infrastructure Specialist
2.2 Duty station: Kampala Head Office

2.3 Job Purpose: To configure, support, monitor and maintain the Bank's Data Centers and other physical and virtual infrastructure, including but not limited to user workstations, servers, storage systems and UPS systems, and ensure availability of all infrastructure services.

Key Result Areas

To contribute to the Bank's operational and customer service strategic objectives through the following:

- Install, configure, upgrade desktops, laptops, printers, scanners, UPS power systems of the Bank and monitor to ensure availability.
- Coordinate and supervise preventive maintenance (PM) for all Bank printers, desktops, laptops, UPSs etc.
- Conduct periodic stock taking of bank's IT Assets to build and maintain an updated IT Asset Inventory.
- Monitor and manage the desktop infrastructure and provide weekly reports on Hardware health status, including resource utilization.
- Regularly check hardware and software systems for integrity and availability.
- Resolve all user issues relating to the user computing devices
- Implement best practices/recommended hardware and software upgrades/updates/ patches for desktops, laptops etc. and ensure timely replacement and disposal of depreciated IT assets.
- Provide hardware and software support to all Bank users.
- Perform other duties and responsibilities as assigned.

Technical and Behavioural Competencies

Technical Competencies

Qualifications

- Bachelor of Computer Science/Information Technology/ Computer Engineering/ Electrical and Electronic Engineering or Equivalent.
- ITIL certification qualification is required.

Knowledge & Experience

- Strong knowledge of Windows Operating systems for Desktop computing devices
- Strong knowledge of UPS power systems BPC, APC, EATON or/ and TRIPLITE.
- Knowledge of managing VOIP PBX system.
- Understanding of the OSI networking model and networking topologies, VoIP technologies.
- Demonstrated knowledge of key protocols such as TCP/IP, UDP, DNS, DHCP, SMTP, and SNMP.
- Understanding of Information Technology Infrastructure Library (ITIL)
- Consistently approaches work with energy and a positive, constructive attitude.
- Openness to change and ability to manage complexity.
- Good knowledge of PC and Server operating systems, corporate protection systems
- Networking knowledge covering LAN/VLAN/WAN technologies.
- Provide after hours and on-call support as needed.

Behavioural Competencies

- Excellent customer service and people skills.
- Focuses on result and responds positively to feedback.
- Positive and constructive attitude towards work.
- Proven initiative, good judgment, confidence, assertive team working skills and ability to meet deadlines without close supervision.
- Total commitment to quality and attention to detail.
- Promotes the spirit of teamwork, implements and participates in team building activities.

RETAIL BANKING DEPARTMENT

3.0 Job Title: Relationship Officer
3.1 Reports to: Branch Manager
3.2 Duty station: Upcountry

Job purpose:

To grow the Banks Business through recruitment and mobilization of (New accounts, loans, Liabilities and Forex) and ensure portfolio quality in line with the Branch Sales targets and the bank policies.

Key Result Areas

- Identify and meet customer needs through selling and cross selling of all Housing Finance Retail products and manage existing client relationships to increase/grow Housing finance Bank share of wallet.
- Prepare loan applications for assessment/ review and disbursement of approved loans for the branch Provide daily, weekly and monthly and quarterly sales performance reports to the Branch manager detailing the performance progress
- Develop and implement a sales plan and champion specific product selling campaigns to achieve and exceed sales targets.
- Conduct regular customer visits to build long-term relationships and generate call reports.
- Handle customer queries and complaints and resolve them in a timely manner and escalate any unresolved queries in the shortest time possible

- Monitor and evaluate performance of assigned loan portfolio with reference to risk management frame work, customer service standards and the loan terms.
- Initiate and participate in the recovery of delinquent loans in the branch in line with set policies and procedures governing the recovery process.
- Deliver accurate and quality loan documentation, in line with approved terms and operating policies and procedures
- Actively participate in the training and coaching programme of the Bank for sales team and make reports in line with the performance management frame work

Qualifications, Experience and Competencies

- Bachelor's Degree from a recognised university,
- At least one years' experience in banking operations or related experience
- Knowledge and Experience in selling bank products.
- Knowledge of the Banks products, services and policies and procedures
- Understanding of branch performance growth and quality indicators.
- Customer centricity and a good understanding of the sales process
- Problem solving and analytical and report writing skills
- High level of integrity

4.0 Position: Team Leader, Retail Sales
4.1 Reports to: Senior Manager Sales
4.2 Duty station: Kampala - Head Office

4.3 Job Purpose: Coordinate the activities of the sales team to drive uptake of Bank products and utilization of service delivery channels to achieve the set targets as per the work plan.

Key Result Areas

- Direct marketing and selling of Bank products and services to potential and existing customers in the Bank's core market segments and the set targets.
- Expand the e-Banking customer base and grow market share through promotion of all e-Banking services and products.
- Monitor the trend and growth in income generated from existing E-channel products and draw up recommendations/ remedies as appropriate in line with the emerging business opportunities
- Coordinate sales promotions including Bank campaigns, exhibitions and trade shows.
- Train sales and front line staff on various bank products in line with regulatory requirements
- Monitor and track the performance of the assigned sales staff; submit periodic reports
- Conduct market intelligence analysis, produce and submit monthly reports
- Develop new opportunities and leads that promote the bank from various customer contacts in line with sales targets.

Qualifications

- An honors degree in Business Administration, Commerce, Quantitative Economics and Business Statistics or any other related field from a recognized University.
- Minimum of three (3) years' experience in a sales role

Key Competences

- Experience in managing a team
- Have excellent coordination and organizational skills
- Good networking and relationship building skills
- Positive and flexible attitude towards change
- Ability to meet deadlines and work under pressure.

Interested persons who meet the above specifications are invited to apply to:

**The Head Human Resources
Housing Finance Bank
Plot 4 Wampewo Avenue
P. O. Box 1539, Kampala**

Enclose a CV, copies of all academic transcripts, certificates and testimonials, daytime telephone contact, postal and email address of both applicant, and three competent referees to reach not later than Monday 18th April 2017 before 5:00pm.

Only successful candidates will be contacted. All applicants who will not have heard from us within 5 weeks of closing date should consider their application unsuccessful.

Please be advised that any form of canvassing will lead to automatic disqualification. Housing Finance Bank is regulated by Bank of Uganda and is an equal opportunity employer.