Exciting Career Opportunities

Job Title

- Graduate Trainee - Software Developer
- Graduate Trainee - IT Applications
- Graduate Trainee - IT Networks & Infrastructure
- Graduate Trainee - IT Services
- Graduate Trainee - IT Risk Officer
- Graduate Trainee - IT Audit Officer



Housing Finance Bank

Housing Finance Bank is a Commercial Bank and the leading provider of housing finance solutions with a vision to be the preferred consumer and business bank with a focus on housing finance. To attain its strategic objectives efficiently and effectively, Housing Finance Bank is seeking to hire qualified, versatile, and self-driven individuals to fill four (4) vacant positions in its establishment below.

Graduate Trainee - Software Developer

Department: Business Technology

Reports To: Manager Innovation & Business Automation

Direct Reports:
Direct - None
Indirect - None

Interacts/Interfaces with:
Internal - BT Team
- Business & Operations

External - Technology Vendors & Service providers

Job Purpose:
- The trainee supports the design, development, implementation and maintenance of existing information systems as well as new business applications and digital solutions. Through training and mentorship, the trainee will develop technical skills to support the bank's digital transformation.
- The trainee will gain exposure to banking technologies, agile development, and cybersecurity best practices. The trainee will collaborate with teams to analyse requirements, contribute to projects, and implement technology-driven solutions.

Key Result Areas:
1. Assist in the design, coding, testing, and debugging of Business applications under the supervision of experienced developers. This includes writing clean and efficient code using programming languages such as Java, Python, or C#, developing new features, and ensuring the scalability and reliability of software. The role involves working with various frameworks and tools to enhance software performance while adhering to coding best practices and industry standards.
2. Participate in different phases of testing, including integration testing, and user acceptance testing (UAT), to ensure software meets business and security standards. This includes developing test cases, executing test plans, documenting issues, and assisting in fixing defects.
3. Work closely with other key stakeholders across the Bank to develop and implement digital solutions. The trainee will participate in project meetings, contribute technical insights, and engage in problem-solving discussions.
4. Staying updated with emerging technologies, best practices, and industry trends is a key part of the role. The trainee will explore new programming languages, frameworks, and tools to improve development processes. Additionally, they will participate in innovation initiatives within the bank, contributing fresh ideas and solutions that enhance banking services through technology.
5. Assist in preparing technical documentation, system reports, and user guides to ensure proper record-keeping and compliance. Responsibilities include documenting software development processes, maintaining clear records of system updates, and preparing reports for stakeholders.
6. Support the implementation of secure coding practices and ensure software development aligns with cybersecurity and regulatory standards. This includes learning about security protocols, assisting in compliance audits, and applying best practices to protect customer data and banking transactions.
7. Gain hands-on experience in managing databases, retrieving data, and optimizing database performance for different solutions developed. This includes learning to design, query, and maintain relational and non-relational databases, as well as assisting in data migration and integration tasks.
8. Contribute to Housing Finance Bank's digital initiatives by developing and enhancing digital banking solutions, including mobile applications and online platforms. The trainee will also assist in automating manual processes, improving operational efficiency, and exploring emerging technologies such as AI and data analytics. Their contributions will support the bank's efforts to enhance customer experience.

Financial Responsibility:
1. Contribute to controlling costs to within agreed system development & programming budget.
2. Contribute to the development of cost effective and innovative business automated solutions.

Person Specifications

Education & Training:
1. Minimum of bachelor's degree in Software Engineering, Computer Science, IT, Engineering, or any IT-related discipline having obtained at least a first class or second-class upper degree and graduated by January 2025.
2. Any other certification would be added advantage.

Skills & Experience:
- Basic proficiency in languages such as Java, Python, C#, or JavaScript, with a willingness to learn and improve coding skills.
- Basic Understanding of software development life cycle (SDLC), version control (e.g., Git), and agile methodologies.
- Ability to analyse issues, troubleshoot software bugs, and apply logical thinking to develop efficient solutions.
- Basic knowledge of database systems like MySQL, PostgreSQL including writing and optimizing queries.
- Ability to work effectively in a team, communicate technical ideas clearly, and collaborate with different stakeholders.
- Openness to learning new technologies, frameworks, and banking-specific software solutions.
- Ability to prioritize tasks, meet deadlines, and manage multiple assignments efficiently in a fast-paced environment.

Business Behaviours
1. Customer service skills
2. Superior organization and communication skills, both verbal and written
3. Attention to detail
4. Positive and constructive attitude towards work
5. Good judgement
6. Ability to meet deadlines without close supervision
7. Commitment to quality
8. Impeccable integrity

Graduate Trainee - IT Applications

Department: Business Technology

Reports To: Manager IT Applications

Direct Reports:
Direct - None
Indirect - None

Interacts/Interfaces with:
Internal - All Bank Staff (Head Office and Branches)

External - N/A

Job Purpose:
- To provide day to day level one support for all bank core applications and any other Applications that support Mission Critical Business Processes and ensure that business cycles are performed in accordance with the policies and operating procedures of the Bank.

Key Result Areas:
- Carryout daily applications and systems checks and prepare checklists for review by the applications manager.
- Provide level one support for all applications and databases ensuring optimal uptime and availability of services, reporting and fixing errors with services provided.
- Support in testing, installing, managing and upgrading of applications and databases.
- Prepare weekly and monthly weekly and monthly performance reports for systems
- Perform close of business processes in line with operating policies and procedures.

Financial Responsibility: **None**

Person Specifications

Education & Training:
1. Bachelor of Computer Science/ Information Technology/ Information Systems or related field having obtained at least a first class or second-class upper degree and graduated by January 2025.

Skills & Experience:
- Graduated with a bachelor's degree within the last one year
- Understanding of Microsoft SQL and Oracle database.
- Application Integration experience
- Web servers' knowledge.

Business Behaviours:
1. Customer service skills
2. Superior organization and communication skills, both verbal and written
3. Attention to detail
4. Positive and constructive attitude towards work
5. Good judgement
6. Ability to meet deadlines without close supervision
7. Commitment to quality
8. Impeccable integrity

Graduate Trainee - IT Networks & Infrastructure

Department: Business Technology

Reports To: Manager IT Infrastructure & Networks

Direct Reports:
Direct - None
Indirect - None

Interacts/Interfaces with:
Internal - All Staff (Key Users)

External - External Services Vendors

Job Purpose:
- This role provides hands-on experience to build technical skills in supporting Networks and Infrastructure while ensuring Availability, Confidentiality and Integrity of the Systems.

Key Result Areas:
1. Support in the configuration and implementation of LAN/WAN infrastructure while following established policies and procedures.
2. Support the monitoring and maintenance of network devices (routers, switches, etc.) across all branches to ensure reliability and performance.
3. Help troubleshoot connectivity issues with Internet Service Providers (ISPs), including leased line operations and network outages.
4. Contribute to maintaining high network uptime by assisting in network monitoring, incident response, and performance optimization.
5. Support in the installation, configuration, and upgrading of Linux and Windows operating systems and related software.
6. Learn and contribute to backup and recovery processes to ensure data protection and availability.
7. Support day-to-day monitoring and troubleshooting of IT infrastructure, including hardware, networks, and operating systems.
8. Support in patch management to keep systems updated with the latest security updates.
9. Monitor system capacity and performance under supervision, helping to plan for scalability and resource optimization.
10. Support in setting up, configuring, and maintaining end-user PCs, including installing operating systems, troubleshooting software and hardware issues, and implementing security measures.

Financial Responsibility: **None**

Person Specifications

Education & Training:
1. Bachelor of Computer Science/ Information Technology/ Computer Engineering/ Electrical and Electronic Engineering or a related field having obtained at least a first class or second-class upper degree and graduated by January 2025.
2. Strong understanding of network protocols, routing, and firewall configurations.

Skills & Experience:
- LAN configuration and administration.
- Knowledge on Office 365.
- Knowledge of Network Security Practices.
- Knowledge of Linux operating Systems
- Knowledge of Windows Server
- Knowledge of Virtualization and Cloud Computing Technologies

Business Behaviours:
1. Customer service skills
2. Superior organization and communication skills, both verbal and written
3. Attention to detail
4. Positive and constructive attitude towards work
5. Good judgement
6. Ability to meet deadlines without close supervision
7. Commitment to quality
8. Impeccable integrity

Graduate Trainee - IT Services

Department: Business Technology

Reports To: Manager IT Services

Direct Reports:
Direct - None
Indirect - None

Interacts/Interfaces with:
Internal - All Bank Staff (Head Office and Branches)
External - IT vendors and consultants

Job Purpose:
- To Provide 1st Line support to the Bank internal users in a re-active and pro-active manner for incidents, service requests and change requests logged with the Business Technology department.
- This role is responsible for recording, tracking, prioritizing, escalating and resolving end user incidents, service requests and change requests in a timely manner. The role ensures efficient customer service and positive image of the IT department and the Bank at large.

Key Result Areas:
- Act as a single point of contact for phone calls, emails, manage calls that are logged through the Service Desk ticketing system, prioritize, escalate and resolve calls within SLA target.
- Provides 1st line support for all IT services; troubleshoot and solve technical problems on computer hardware, software and network connectivity.
- Provides periodic Service Desk reports on call trends.
- Ensure updated users exist in all Bank systems (review leavers/joiners/movers' status).
- Follow up with IT support staff and external service providers (service resources) to ensure incidents are resolved in a timely manner and the customer communication is complete.
- Document issue resolution processes and continuously update the knowledge database (KEDB)
- Support the IT Change Management process with logging, tracking and reporting.

Financial Responsibility: **None**

Person Specifications

Education & Training:
1. Bachelor of Computer Science / Information Technology/ Business Computing/ Information Systems or related field having obtained at least a first class or second-class upper degree and graduated by January 2025.

Skills & Experience:
- Graduated with a bachelor's degree within the last one year

Business Behaviours:
1. Customer service skills
2. Superior organization and communication skills, both verbal and written
3. Attention to detail
4. Positive and constructive attitude towards work
5. Good judgement
6. Ability to meet deadlines without close supervision
7. Commitment to quality
8. Impeccable integrity

Graduate Trainee - IT Risk Officer

Department: Risk Management

Reports To: IT Risk Officer

Direct Reports:
Direct - None
Indirect - None

Interacts/Interfaces with:
Internal - Information Security and Business Technology teams, Operations & Business Teams, Manager IT Risk, Risk Management team and the Internal Audit team.

External - IT Vendors

Job Purpose :
- Support testing of IT general controls (ITGCs), application controls, and cybersecurity measures.
- Assist in periodic review of activity logs / audit trails of the various bank IT systems and privileged accounts.
- Assist in Organizing and conducting system user access reviews and recertification on a quarterly basis.
- Assist with system risk assessments as per the Risk Management workplan.
- Support the Manager IT Risk in checking and ensuring closure of technology related Audit issues.
- Support the manager in coordinating IT Risk awareness in the bank through forums, training sessions etc.
- Support in conducting Risk Assessments for ongoing projects.
- Stay updated on emerging technologies and cybersecurity trends.

Key Result Areas:
1. Perform any other duties as assigned by risk management from time to time.

Financial Responsibility: **N/A**

Person Specifications

Education & Training
1. Bachelor's degree in Computer Science, Information Systems/Technology, Cyber Security or related field having obtained at least a first class or second-class upper degree and graduated by January 2025.
2. Basic understanding of IT risk, cybersecurity, core information system domains such as Networks, Databases, Operating systems & Infrastructure, Active Directory and General Computer applications.
3. Any level at a Professional Certification for Information Systems Audit/Security/Risk such as CISA, CISM, CISSP, CEH will be of added advantage.

Skills & Experience
- Good report writing skills.
- Good analytical skills

Business Behaviours
- Strong interpersonal skills and a good team player.
- Outstanding, analytical, quantitative, problem solving and organizational skills.
- Good negotiation skills.
- Good Communication skills both verbal and written.
- Personal commitment to meet or exceed all targets and objectives.
- Utmost professional integrity.
- Demonstrated ability to execute and deliver under challenging circumstances.
- Willingness to learn and develop new skills.

Graduate Trainee - IT Audit Officer

Department: Internal Audit

Reports To: Supervisor IT Systems Assurance & Advisory

Direct Reports:

Direct - None

Indirect - None

Interacts/Interfaces with:

Internal - Internal Audit Management

External - N/A

Job Purpose :
- Assist in conducting IT audits and reviews of systems, applications, and IT processes.
- Support in the evaluation of internal controls and identify areas for improvement.
- Help assess compliance with regulatory requirements, IT policies, and procedures.
- Participate in data analytics and risk assessment activities.
- Aid in preparing audit work papers and reports in accordance with internal audit standards.
- Support testing of IT general controls (ITGCs), application controls, and cybersecurity measures.
- Work with other internal audit team members on integrated audits.
- Stay updated on emerging technologies, cybersecurity trends, and audit tools.
- Perform related work as assigned by Internal Audit management.

Key Result Areas:
1. Maintain productive client, staff and management relationships through individual contacts and group meetings.
2. Perform related work as assigned by Internal Audit management.

Financial Responsibility: N/A

Person Specifications

Education & Training
- Bachelor's degree in Computer Science, Information Systems/Technology, Cyber Security or related field and have obtained at least a first-class or second-class upper degree and graduated by January 2025.
- Basic understanding of IT auditing, cybersecurity, core information system domains such as Networks, Databases, Operating systems & Infrastructure, Active Directory and General Computer applications.
- Any level at a Professional Certification for Information Systems Audit/Security/Risk such as CISA, CISM, CEH will be of added advantage.

Skills & Experience
- Good report writing skills.

Business Behaviours
- Strong interpersonal skills and a good team player.
- Outstanding, analytical, quantitative, problem solving and organizational skills.
- Good negotiation skills.
- Good communication skills both verbal and written.
- Personal commitment to meet or exceed all targets and objectives.
- Utmost professional integrity.
- Demonstrated ability to execute and deliver under challenging circumstances.
- Willingness to learn and develop new skills.

How to Apply: Graduates who meet the requirements for the program can submit their applications with a recent CV, copies of academic transcripts and certificates in one pdf file not more than 10MBs to **graduatetrainee@housingfinance.co.ug** by **Friday, 11th April, 2025** at 5:00pm.

Note
Only shortlisted candidates will be contacted.
Female graduates and persons living with disabilities are encouraged to apply

Housing Finance Bank is regulated by Bank of Uganda. Customer deposits are protected by the Deposits Protection Fund up to UGX 10 million, Terms and Conditions apply.