



VACANCY ADVERTISEMENT

E-Business Support Officer

Society Vision: **To redefine financial wellness.**

Stima DT Savings and Credit Cooperative Society Limited (Stima Sacco) is a leading country-wide, fast growing, and licensed DTS (Deposit Taking Sacco). To achieve the planned growth, The Sacco is looking for a qualified and competent person to fill the above vacancy.

1. Job Summary

Reporting to the ICT Manager, the job holder shall be responsible for driving the Sacco's E-Business through expansion of the SACCO's E-banking channel network. The job holder is also responsible for ensuring smooth functioning of E-banking channels and coordinating smooth roll-out of process enhancements aimed towards increased channel utilization with the aim of attaining 99.9% channel availability.

2. Key Tasks and Responsibilities

- **E-Business Systems Implementation:** - Assist in the development and implementation of new E-Banking channel products and services.
- **System Monitoring:** Perform daily health checks on all digital channels (Mobile App, USSD, ATM, and Internet Banking) to ensure 99.9% uptime.
- **Technical Support:** Act as the second-level support for all e-banking related queries from branches and members, ensuring timely resolution of transaction failures.
- **Channel Expansion:** Assist in the integration and review of new payment gateways, mobile money platforms, and emerging fintech solutions to broaden the SACCO's digital footprint.

- **UAT & Deployment:** Lead User Acceptance Testing (UAT) for all new systems, patches, upgrades, and digital products before they go live.
- **Channels Security Configurations:** Monitor for fraudulent activities on digital channels and implement security protocols such as Two-Factor Authentication (2FA) and encryption standards.
- **Reporting:** Generate weekly and monthly reports on channel utilization, downtime incidents, and transaction volumes to inform management decisions.
- **User Training:** - Ensure that end-users are trained on the usage and benefits of the channel systems

3. Key Qualifications and Skills

- **Education:** Bachelor's degree in Computer Science, Information Technology, Business Information Systems, or a related field.
- **Experience:** At least 3 years of experience in ICT, specifically handling E-banking channels, digital payments, or fintech operations.
- **Technical Proficiency:** * Strong knowledge of **API integrations** (REST/SOAP).
 - Proficiency in **SQL** for database querying and troubleshooting.
 - Proficiency in systems development (Front-End / Back-End)
 - Familiarity with Core Banking Systems (CBS) and ISO 8583 (ATM messaging standard).
- **Certifications:** Possession of ITIL, Prince2, or relevant Dev/Ops networking/security certifications is an added advantage.

4. Key Attributes, Competencies, and Skills

- **Analytical Thinking:** Ability to quickly diagnose system bottlenecks and provide technical workarounds.
- **Member-Centric Mindset:** A passion for improving the user experience and ensuring digital tools are intuitive for SACCO members.
- **Agility:** Ability to work under pressure, especially during system downtimes or peak transaction periods (e.g., end-of-month processing).
- **Effective Communication:** Capable of explaining technical issues to non-technical stakeholders and members clearly.

- **Integrity:** High level of ethical standards, given the sensitivity of handling financial data and transaction systems.

Qualified applicants should apply on or before 5pm on 6th February 2026 using the link provided in the website

Only Shortlisted Candidates will be contacted.