



ABC Capital Bank Ltd. is looking for an **E-Banking Administrator**.

ABC Capital Bank started its journey in 1993, as a Micro Finance Institution trading as Capital Finance Corporation Limited (CFC Ltd) and moved through a transformation into a Commercial Bank licensed and regulated by the Bank of Uganda under the Financial Institutions Act 2004.

With a vision 'to be a Digital Bank that reaches masses through advanced technology' ABC will be focusing on implementing a strong digital strategy targeting the mass market.

Job Summary:

ABC Capital Bank is seeking a detail-oriented and experienced E-Banking Administrator to manage and administer the bank's electronic banking systems.

The successful candidate will be responsible for creating and managing online banking accounts and internal e-banking users.

Additionally, the E-Banking Administrator will handle partner interface issues and manage customer electronic queries to ensure seamless electronic banking services.

Key Responsibilities:

- Create and manage online banking accounts for customers and internal staff.
- Administer e-banking user accounts, ensuring security and access control.
- Troubleshoot and resolve partner interface issues to maintain smooth transaction processes.
- Generate reports on electronic banking activities and user statistics.
- Manage and respond to customer electronic queries in a timely and efficient manner.
- Conduct training sessions for staff on e-banking procedures and best practices.
- Monitor electronic banking systems for performance and security concerns.

- Coordinate with other IT and technical teams to resolve system issues and implement updates.
- Stay informed about industry trends and regulatory requirements for electronic banking.
- Maintain documentation and user guides for electronic banking systems.

Qualifications and Skills:

- Strong analytical and problem-solving skills.
- Familiarity with banking regulations and compliance requirements.
- Proven work experience as an E-Banking Administrator or similar role.
- Knowledge of common electronic banking systems and platforms.
- Excellent communication and customer service skills.
- Ability to work well under pressure and meet deadlines.
- Bachelor's degree in Computer Science, Information Technology, or related field.
- Certification in relevant IT or banking courses is a plus.

Additional Information:

- This position may require occasional work outside of regular business hours to address system issues or updates.
- The E-Banking Administrator will report to the Head of IT & Business Technology.
- Training and development opportunities may be provided to enhance skills in electronic banking administration.

Any other duties as may be assigned:

This job description is intended to outline the general responsibilities and requirements of the role.

Other duties may be assigned as needed to meet the evolving needs of the bank's electronic banking operations.

Application Process:

Interested candidates meeting the above requirements are encouraged to submit their updated CV and a cover letter to ABC Capital Bank Ltd. for consideration by Email on recruitment@abccapitalbank.co.ug

Shortlisted candidates will be contacted for further assessment and interviews.

Deadline for Application is 12 July, 2024.

ABC Capital Bank Ltd. is an equal opportunity employer committed to promoting diversity and inclusion in the workplace.