



Consolidated Bank of Kenya Ltd is Kenya's SME bank of choice that provides flexible financial solutions that support our customers in achieving success. The Bank is well positioned, with presence in majority of the country's business hubs to continually offer pleasant and convenient services. We seek to recruit a high caliber, results oriented and self-driven individual to fill the position of **ICT Officer -Business Systems and Applications**.

ICT OFFICER -BUSINESS SYSTEMS AND APPLICATIONS

Job Purpose

Reporting to the ICT Manager- Business Systems and Applications, the ICT Officer -Business Systems and Applications will be responsible for supporting, maintaining, and optimizing the Bank's business systems and application platforms to ensure efficient, secure, and reliable operations. The role will facilitate system integrations, user support, application performance monitoring, and implementation of technology solutions that enhance business processes, service delivery, and operational efficiency.

Key Responsibilities

- Supporting the administration, maintenance, and optimization of the Bank's business systems and application platforms.
- Monitoring system performance and ensuring availability, reliability, and efficiency of applications.
- Providing first-line and second-line support to users on business systems and application-related issues.
- Coordinating troubleshooting, diagnosis, and resolution of application incidents and system errors.
- Participating in implementation, upgrade, testing, and rollout of new systems and application enhancements.
- Supporting integration of business applications with other internal and external systems.
- Conducting user acceptance testing (UAT) and preparing system documentation, user manuals, and technical reports.
- Managing application user accounts, access rights, and permissions in line with security policies and segregation of duties requirements.
- Liaising with vendors, service providers, and internal stakeholders on application support and maintenance matters.

- Assisting in database management, data integrity checks, and generation of operational reports.
- Supporting business continuity and disaster recovery processes for business applications and systems.
- Monitoring compliance with ICT policies, standards, and regulatory requirements relating to systems and applications.
- Conducting end-user training and awareness on system usage and application functionality.
- Identifying opportunities for automation, process improvement, and digital transformation within the Bank.
- Maintaining proper documentation of system configurations, change requests, and incident resolutions

Qualifications and Competencies

- Bachelor's degree in Information Technology, Computer Science, Information Systems, Software Engineering, or a related field from a recognized institution.
- Relevant professional certifications in systems administration, databases, ERP systems, business applications, or related ICT fields will be an added advantage.
- At least three (3) years relevant work experience in ICT systems support, business applications management, or related field, preferably in the banking or financial services sector.
- Demonstrated knowledge of business systems, databases, enterprise applications, and systems integration concepts.

Method of Application

Please note that applications with the position applied for clearly indicated on top of the envelope together with a detailed Curriculum vitae and copies of academic and professional certificates, should be **HAND DELIVERED** or sent through **COURIER/POST OFFICE** to the Bank's Head Office located at Consolidated Bank House, Koinange Street, 6th Floor on or before **Tuesday, 26th May 2026** at **5.00 pm** and addressed to:

**The Head of Human Resources
Consolidated Bank of Kenya Limited
P.O. Box 51133 - 00200
NAIROBI**

Consolidated Bank of Kenya Limited is an equal opportunity employer. Women and persons with disabilities are encouraged to apply.