



Job Description

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Job Title Chief Information Officer	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Senior Manager	Industry Banking
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 10 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Provide strategic leadership for the Bank's information technology and digital transformation agenda by shaping and executing an enterprise-wide technology strategy that supports the organization's vision, strengthens governance, enhances resilience, and enables operational excellence. To ensure that technology capabilities, systems, data, and services are secure, scalable, compliant, and aligned to business priorities and the Chief Operating Officer's (COO) goals for efficiency, service quality, risk management, and sustainable growth, align with Group vision across platform.

Responsibilities

Strategic Leadership & Business Alignment

- Develop and execute the Bank's enterprise technology and digital transformation strategy in alignment with the organization's vision, business priorities, and the COO's goals for operational efficiency, service excellence, and sustainable growth.
- Translate business strategy into a practical technology roadmap, investment plan, and delivery portfolio that prioritizes value creation, resilience, and regulatory compliance. Strengthening support to project management (EPMO) unit, support Core Banking strategic decision roadmap.

Technology, Governance, Risk & Compliance

- Establish and maintain robust IT governance frameworks, policies, standards, architecture principles, and decision-making processes that support accountability, transparency, and control.
- Ensure compliance with all applicable regulatory requirements, internal policies, audit expectations, data protection obligations, and technology risk management standards.
- Oversee identification, assessment, mitigation, and reporting of technology risks, and work closely with control functions to maintain technology operations within approved risk appetite.

Enterprise Architecture, Infrastructure & Service Delivery

- Oversee enterprise technology infrastructure including networks stability, data centers, cloud services, end-user computing support, collaboration robust platforms to ensure availability, scalability, security, and resilience.
- Define service management standards, service level agreements, and performance metrics to deliver reliable, responsive, and

business-focused IT services across the Bank while focusing on cost reduction.

- Lead infrastructure modernization and capacity planning initiatives to support growth, improve productivity, and reduce operational disruption.

Applications, Data & Digital Transformation

- Oversee the availability, performance, resilience, and continuous improvement of core banking platforms, digital channels, enterprise applications, and management information systems.
- Champion data management, information integrity, and technology-enabled reporting capabilities that support informed decision-making, operational oversight, and regulatory reporting.
- Lead digital transformation and process automation initiatives (AI capability & RPA) that improve customer journeys, streamline operations, and strengthen cross-functional collaboration.

Business Continuity, Cyber Resilience & Vendor Oversight

- Ensure effective business continuity, disaster recovery, backup management, and technology resilience capabilities through regular testing, monitoring, and continuous improvement.
- Collaborate with information security and risk stakeholders to strengthen cyber resilience, incident readiness, and secure technology operations.
- Manage strategic technology vendors, service providers, and outsourced partners to ensure service quality, contractual compliance, risk control, and value realization.

Leadership, Financial Stewardship & Stakeholder Management

- Lead, develop, and inspire the technology function to build high-performing teams, strong service culture, and effective succession capability.
- Prepare and manage the IT budget, technology investment cases, and cost optimization initiatives to ensure prudent financial stewardship and measurable business value.
- Engage effectively with executive management, business units, regulators, auditors, and external partners to ensure technology decisions are well-governed and aligned with enterprise priorities.

Education & Qualifications

- Degree in Computer Science/Studies
- Any IT related professional qualification is an added advantage

Requirements

- At least 10 years working experience in Business/IT Applications Support
- Familiar with service delivery culture and support function

Characteristics

- A structured approach to dealing with complex and variable work environments in an independent manner.
- Ability to balance opposing business requirements.
- Ability to balance long term and short-term requirements independently
- Strong evaluation, communication and reporting skills
- Able to provide advice and cause/effect evaluation to support business decision making
- Independent and logical thinker, yet an achiever and implementer
- Lead by example
- Good at managing large volumes of information and can add value through management reporting
- Builds relationships and networks easily
- Has a strong service ethic

Reporting To

Chief Operating Officer

Driving Licence

Not Required

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