

POSITION: IT BUSINESS PARTNER -CONSUMER

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: MANAGER, IT ANALYSIS AND ARCHITECTURE

JOB PURPOSE STATEMENT

The IT Business Partner – Consumer is responsible for applying business analysis tasks and techniques used to work as a liaison among stakeholders in the Business Units in order to understand the structure, policies and operations, and to recommend technical solutions that enable the Business Units to achieve their goals. This role is responsible for the extent to which requirements meet stakeholder and business needs, and therefore the role must be a trusted partner, confidant and a good ear for the wishes, pains, plans, dreams and ambitions of stakeholders in the business units.

The role is also responsible for being the bridge between Business Units and IT, with a focus on solutions for the Consumer customer market. The role is critical in identifying the business needs of end users and other stakeholders in the Business Units to analyze and document the performance of business processes in order to recommend solutions that make the processes more effective and efficient. At the core of the role is planning, elicitation, analysis, documentation and assessment and validation of requirements.

Working with the Manager, IT Analysis and Architecture, the role is responsible for carrying out business analysis tasks, including the identification and documentation of requirements to achieve CBA's business goals, needs and objectives.

KEY RESPONSIBILITIES

- **Analysis and Documentation of Requirements:** The role will be responsible for the analysis of Business Requirements and documenting Technical Solution Descriptions from the Business Requirements Documents (BRD) submitted by Business Analysts. Technical Solution Descriptions will clearly define the requirements from a technical perspective, document details of new system technical capabilities and/or how existing systems will be modified to provide the desired technical capabilities. The role is also responsible for questioning – to a point of technical clarity – the need for the requests made in the BRD. (30%)
- **Requirements Planning:** Development of IT Work Packages which includes the work breakdown structure from the business analysis process. The output of this process will provide input to the Project Management task for purposes of assisting in scheduling the delivery of a project. This role will therefore work with Project Managers to schedule the delivery of the projects under the Consumer segment. (20%)
- **Requirements assessment and validation:** The role must test requirements (prior to implementation) to ensure that they meet stakeholder objectives and are technically sound. In order to do this, the role must develop the master test plan, which is developed to test the requirements, and which may also be responsible for Technical Quality Assurance once the final project deliverables are ready. (30%)
- **Management, Communication and Control of Business Requirements:** Using the Requirements Work Plan, the role shall manage the business analysis process; the role shall also manage changes to documents and requirements and the RWP; track status of tasks in the RWP; communicate with

stakeholders such as the project manager, business sponsor, and others involved in the business analysis and project management process. (20%)

COMPETENCE REQUIREMENTS

Excellent Interpersonal Skills

- Facilitation, communication, relationship building, influencing, team building, stakeholder analysis and management, focus on detail, problem solving, leadership, conflict management.

Technical Skills

- Application of elicitation/investigation/verification techniques, requirements validation/solution assessment, business process modeling and management, use case analysis, object-oriented analysis, enterprise analysis, change management, project management, business case development.

Organizational Knowledge

- Organizational structure and design, organizational strategy, IT principles and domain knowledge, auditability (Capability Maturity Model Integration [CMMI], Six Sigma), software acquisition, outsourcing management (RFP, RFI and RFQ), compliance (such as the Central Bank of Kenya Act).

Commercial Acumen

- The ideal candidate has broad knowledge of business, and has an interest in market trends.
- With this knowledge, the candidate has researched and possessed an intricate knowledge of our business: it's vision, mission, strategy, values and how it operates. They easily see how our business model compares with *trending local & world-wide* consumer demands.

Leadership & Communication Skills

- The ideal candidate can clearly communicate and share the requirements work plan, to manage and control the business analysis process and to communicate with executives, business leaders, and stakeholders across the organization - in a manner that leaves them all touched, moved and inspired.

Innovative & Adaptable

- The ideal candidate is passionate about innovation.
- Loves technology and possess both a deep and broad understanding of the technology market and cutting-edge technology trends.
- Continuously listening to our stakeholder's feedback, and coming up with new architectures and enhancing existing ones to leverage these *cutting-edge technologies*.

Self-Driven & Results Oriented

- Self-motivated and self-managing.
- Their work has had a material impact in attracting new customers, delighting existing customers, increasing our market share and enhancing our organizations efficiency and profits.
- Delivery model is organized around delighting our customers, increasing our profitability, and increasing the businesses efficiency.

Others

- Knowledge and experience in modern practices for IT Analysis and Architecture and operations in medium to large Financial Institutions

- Ability to apply business analysis techniques in a structured way to fast-track solution delivery
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree in Computer Science, Information Technology or related field.
- Advanced T24 technical and functional knowledge
- Minimum 5 years' experience in IT systems development within a large highly digitized organization designing, implementing and managing mission critical systems, with at least 2 of those years' business analysis
- Certification and experience implementing best practice frameworks e.g. ITIL, PRINCE2, CBAP preferred
- Basic knowledge in software development with major languages Java, C++, C# and practical experience using relation RDBMS e.g. Oracle and MS SQL etc.
- Familiarity with complex systems integrations using major SOA tools (Oracle WebLogic/ESB/SOA)
- Familiarity with industry standard formats and protocols (JMS, SOAP, XML/XPath/XQuery, REST and JSON)
- Excellent analytical, problem solving and reporting skills
- A good knowledge of the systems and processes within Financial Services industry