

GENERAL

Job Title: Manager Technology, Governance and Compliance

(Job Ref: ICT/03/2026/01)

Reports to: Head of ICT

Department/Division: ICT

No. of Vacancies: 1

BASIC PURPOSE:

The Manager, Technology Governance & Compliance will be responsible for ensuring a robust ICT and Operations control environment and compliance to leading technological standards, frameworks, and regulations. He/She will lead teams that implement a comprehensive and forward-looking compliance and audit issue management framework for IT and operations. He/She should be well versed in internal controls assurance, compliance and risk management, and leading technology standards relevant to financial institutions in the region

MAIN DUTIES & RESPONSIBILITIES

- Manage the process for remediation of compliance and audit gaps to ensure certification, re-certification, and compliance to adopted standards and achievement of audit issue closure targets
- Implement the Audit Issue Management Framework focused on embedding guidelines for effective exit meetings, root cause analysis for findings, corrective action and remediation planning & timing, accountability and tracking closure of audit issues
- Be the main liaison, facilitate logistic and communications for third parties (consultants, external auditors, and assessors) involved in compliance reviews, audits and assessments of the Bank's technology platforms and operations
- Support IT and Operations teams in implementing best practices for effective and timely remediation of audit and compliance gaps

- Coordinate with other assurance functions (Internal Audit, Risk Management, Compliance and Fraud) in tracking risk factors that can result in non-compliance and audit gaps across IT and operations
- Identify pervasive root causes driving non-compliance and audit gaps as well as emerging trends and advice on the changes required to policies, processes, and SOPs and/or adopted standards across the Banks' technologies and operations
- Monitor and coordinate IT and operations compliance activities to remain abreast of the status of all compliance activities on a continuing basis, taking appropriate steps to improve its effectiveness and identify trends
- Provide timely progress reports for assigned tasks/projects and support the monthly, quarterly, and annual management and Board level reporting
- Develop and maintain the annual schedule for compliance reviews, audits and assessment and perform the logistical planning
- Works with the Digital Training team to develop an effective compliance training program, including appropriate introductory training for new employees as well as ongoing training for all staff and managers
- Manage immediate reports to ensure unit objectives and KPIs are met in a timely manner.
- Perform any other duty as assigned by the supervisor

QUALIFICATIONS, SKILLS AND EXPERIENCE

QUALIFICATIONS

- A university degree in Computer Science, Information Technology, and/or related field
- Recognized certification in information systems management and/or security e.g., CISA, CISM, CGEIT, CRISC, ITIL, ISO/IEC 38500, COBIT 5 or COBIT 2019 certified (Foundation, Implementation or Assessor levels) or an equivalent

SKILLS

- A high degree of professionalism and personal integrity

- Excellent management skills
- Excellent analytical and reporting skills
- Demonstrated ability to work in an agile workplace and effectively balance multiple responsibilities
- Be a team leader and integrator
- Ability to work with a high degree of independence
- Strong knowledge and understanding of IT governance frameworks like COBIT and ITIL
- Understanding of key internal controls and risk management frameworks like IIA IPPF, COSO
- Good working knowledge of ISO standards (20000, 27001 & 22301), PCI DSS, and SWIFT CSCF requirements
- Passion for, and interest in technology, and emerging trends in the banking sector
- Excellent communication, analytical, problem-solving, process navigation, and cross-functional collaboration skills.

EXPERIENCE

- At least 3 years of experience in Information Technology in the field of IT Governance, IT Risk Management, Information Security and/or IT Service Management with a minimum of 1 year in management role
- Experience in working in banking environment will be an added advantage