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## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader ICT
<b>Department:</b>	Information & Communication Technology (ICT)
<b>Reports to:</b>	Chief Technology Officer (CTO)
<b>Term of Employment:</b>	Full-time Position

### Position Purpose

The Team Leader ICT is responsible for supervising the day-to-day operations of the Bank's ICT infrastructure, systems, and support services to ensure secure, reliable, and efficient technology operations. The role leads the ICT support team, coordinates system maintenance and upgrades, ensures compliance with banking security standards, and supports the Bank's strategic digital initiatives

### Key Responsibilities

#### 1. ICT Operations & Support

- Lead daily ICT operational activities within approved policies and procedures.
- Ensure all core banking systems, applications, networks, and hardware function effectively.
- Monitor system performance, uptime, and service availability.
- Coordinate timely resolution of ICT incidents and technical issues.
- Maintain ICT service standards and response times.
- Work with and support other Departments, the Head of Departments, and the staff in the roll-out of any ICT initiatives.

#### 2. Team Leadership

- Supervise ICT Officers and support staff.
- Coordinate workloads and monitor staff performance.
- Conduct coaching, training, and performance reviews.
- Foster teamwork, accountability, and continuous improvement within the ICT team.

#### 3. Network & Infrastructure Management

- Oversee management of servers, network infrastructure, internet connectivity, and communication systems.
- Ensure proper maintenance of backups, disaster recovery systems, and cybersecurity controls.
- Monitor system security and escalate vulnerabilities or threats immediately.
- Support implementation of new technologies and infrastructure upgrades.
- Support Business Continuity & Disaster Recovery processes.
- Recommend ICT improvements, procurement, and system enhancements.

#### 4. Information Security & Compliance

- Ensure compliance with Bank policies, ICT governance standards, and regulatory requirements.
- Support cybersecurity awareness and enforcement of ICT security procedures.
- Assist with audits, risk assessments, and compliance reviews.

- Maintain confidentiality and integrity of customer and bank information.
- Escalate major risks, incidents, and security breaches to management

#### **5. Project Coordination**

- Support ICT-related initiatives, including digital transformation, projects and system implementations.
- Coordinate with vendors, consultants, and service providers.
- Assist in developing test plans, testing, deployment, and user acceptance processes.
- Provide regular project and operational reports to the CTO and Management.

#### **6. User Support & Training**

- Ensure effective ICT helpdesk support to all staff and branches.
- Identify recurring technical issues and recommend solutions.
- Conduct user training on systems, cybersecurity awareness, and ICT best practices.

#### **7. Policy & Documentation**

- Maintain ICT operational procedures and documentation.
- Ensure proper recording of incidents, system changes, and asset registers.
- Assist in reviewing and updating ICT policies and procedures.

#### **Key Performance Indicators (KPIs)**

- Maintaining a high system uptime and availability.
- Achieving Service & Incident response and resolution times.
- Supporting the meeting of regulatory and financial industry compliance with ICT security standards.
- Supporting the ICT and Bank in the successful completion of ICT projects within timeframe and budget.
- User satisfaction levels.
- Timely and accurate ICT reporting.
- Supporting driving team culture, performance and development.

#### **Qualifications & Experience**

##### **Essential**

- Bachelor's degree in information technology, Computer Science, Information Systems, or a related field.
- Minimum 5 years' ICT experience, preferably within banking or financial services.
- At least 2 years in a supervisory or team leadership role.
- Strong understanding of banking systems, networks, cybersecurity, and ICT operations.

##### **Desirable**

- Post graduate certificate or higher in a related field, and/or in management
- Professional certifications such as Cisco, Microsoft, ITIL, CompTIA, or Cybersecurity certifications.
- Experience with core banking systems and digital banking platforms.

### Skills & Competencies

- Leadership and people management.
- Problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- Project coordination and time management.
- Knowledge of ICT risk and security management.
- Ability to work under pressure and manage multiple priorities.
- High level of integrity and confidentiality.

### Employment Conditions

- Full-time position.
- May require after-hours support during system upgrades, outages, or emergencies.
- Subject to Bank policies, confidentiality, and information security requirements.

### Reporting, Supervision and Performance Evaluation

- Reports to the CTO, the ICT Department
- Performance will be evaluated by the CTO in consultation with the Head of HR.

<b>JD Created:</b>	28 May 2026	<b>JD Last updated:</b>	29 May 2026
<b>Head of HR:</b> <i>(Signature)</i>	Faumuinā Marei Faimanu-Tufuga	<b>Chief Technology Officer:</b> <i>(Signature)</i>	Alex Abraham
<b>Updated by:</b>			

The above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills only to be performed by the appointee. nbs employees may be required to perform duties outside of their normal responsibilities as needed.