

VACANCY NOTICE

PostBank is a Commercial Bank that is committed to fostering prosperity for Ugandans. The bank is growing and giving opportunity for its employees and the public. PostBank is in need of a competent and achievement driven professional to fill up the below role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: SUPERVISOR SERVICE MONITORING

REPORTS TO: MANAGER BUSINESS TECHNOLOGY SERVICES

JOB PURPOSE

- The Supervisor, Service Monitoring, is responsible for providing leadership to the IT Service Monitoring Team. The team monitors the status of all IT services provided by the Bank and ensures the proper functioning of all systems.
- The role holder also oversees the day-to-day operations of the IT Service Monitoring Team.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Supervise the activities of the IT Services Monitoring team to ensure the team can perform its responsibilities effectively.
- Develop and maintain processes and procedures for monitoring IT services and responding to alerts and outages.
- Ensure the team can provide timely and accurate reporting on the status of all IT services.
- Work closely with other IT teams to resolve any issues identified by the IT Services Monitoring team.
- Mentor and train team members to ensure they can perform their responsibilities effectively.
- Ensure the team has access to necessary tools and resources to perform their duties effectively.
- Develop and maintain relationships with stakeholders to ensure the IT Services Monitoring team can effectively perform its responsibilities.
- Maintain knowledge of current trends and developments in the field of IT service monitoring.
- Perform other duties as assigned by the IT Services Manager.
- Facilitate timely and accurate communications of the IT Service status.
- Participate in the design and implementation of workflows and processes/procedures to achieve efficient use of IT Service Monitoring resources.
- Identify areas for process and efficiency improvement within the team.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, deliver outstanding results and make a positive impact for our customers and stakeholders.
- **Teamwork:** Collaborates effectively, values mutual respect and diverse perspectives to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embraces creativity and forward-thinking, continually seeking new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Strong understanding of IT service management, including ITIL framework.
- ITIL v3 or v4 Certification.
- At least 5 years of experience in IT service monitoring and management.
- Strong leadership and mentorship skills.
- Excellent problem-solving and analytical skills.
- Strong interpersonal and communication skills.
- Ability to work effectively under pressure and handle multiple tasks simultaneously.
- Proficiency with monitoring tools such as OPManger, AppManager, Nagios, Zabbix, Apogee, and SolarWinds.
- Ability to work independently and as part of a team.
- Ability to prioritize and manage multiple tasks effectively.

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief People & Strategy Officer**, PostBank Uganda.
- Send application to hr@postbank.co.ug with job title as subject.
- Closing Date: **Friday 04th July 2025 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer