

WE ARE

HIRING

JOB TITLE

POSITION

IT Service Delivery Manager

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REPORTING TO

Senior Manager - Information Technology

DEPARTMENT

Technology

REGION

Dar es salaam

HOURS OF WORK

6am - 8pm Monday to Friday in a planned shift of 8 Hours. Additional hours as required by workload.

For more Informations Call **0800 780 111**

www.eximbank.co.tz





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PURPOSE OF JOB:

The IT Service Delivery Manager is responsible for ensuring the efficient and effective delivery of IT services, with a focus on maintaining high-quality user support, service continuity, and process optimization. This role involves overseeing various IT service management tasks, including incident management, access management, change management, and user support, while ensuring compliance with internal policies and governance frameworks. This role requires a proactive approach to problem-solving, process improvement, and collaboration with cross-functional teams.

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TASKS AND RESPONSIBILITIES:

- Lead and manage the resolution of user issues across multiple support channels (Service Desk tool, phone, email, live chat, social media) by addressing routine inquiries, troubleshooting operational issues, and providing IT-related support.
- Take ownership of user requests and incidents, ensuring timely communication and resolution while maintaining high customer service standards.
- Oversee the handling of basic user support queries and guide users in using systems effectively, ensuring issues are escalated when necessary for more complex solutions.
- Oversee the creation, modification, and deactivation of user accounts, ensuring compliance with internal access control policies and that all requests are properly approved and processed securely.
- Ensure the confidentiality and security of sensitive user credentials and manage user access reports for internal audits and compliance.
- Regularly assess and improve access management processes, ensuring timely and efficient resolution of requests and addressing any audit or assurance findings.
- Manage the change process, including reviewing and assessing proposed changes, conducting impact analyses, and ensuring proper approval and governance through the Change Advisory Board (CAB).
- Coordinate with stakeholders across IT teams and business units to ensure smooth execution of changes, maintaining service continuity while minimizing disruptions.
- Track change progress and conduct regular audits of change management practices, identifying areas for improvement and ensuring compliance with regulatory standards.
- Proactively monitor network systems, servers, and applications, identifying and responding to incidents in real-time to mitigate system issues and prevent disruptions.
- Collaborate with technical teams to address recurring problems, implement solutions, and document monitoring procedures and incident responses to ensure consistent service operations.
- Foster collaboration between IT support, network engineers, system administrators, and development teams to resolve issues and enhance service delivery.
- Provide regular updates to stakeholders on incident statuses, changes, and overall service performance, ensuring transparency and continuity in service operations.



- Generate and maintain comprehensive reports on service delivery metrics, user access rights, and change management activities to inform decision-making and improve operational effectiveness.
- Continuously evaluate and refine service delivery processes to enhance efficiency, security, and user satisfaction, implementing improvements where necessary.
- Ensure all IT service management processes adhere to internal policies, regulatory requirements, and industry's best practices.
- Document processes meticulously and ensure any deviations are properly authorized and recorded to maintain operational integrity.

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EDUCATION AND EXPERIENCE:

- Degree in Information Systems, Computer engineering, Business Administration or equivalent.
- Analytical Thinking.
- ITIL certifications will be an added advantage.
- Experience in handling large project teams that include other project managers, Specialists, administrative support, and third-party vendors.
- Understanding of the customer segments and Telecom products.
- 2 years' experience in ICT service delivery management in banking/financial industry, preferably with exposure to core banking system and branch support/operations.
- Knowledge of the trending banking software's and technologies in the market
- Excellent written and oral communication.
- Sense of when to escalate a problem or ask for assistance.
- Problem-solving and follow-through; pragmatic and thorough

**Send your CV and cover letter to
hrrecruit@eximbank.co.tz**

NB: Only shortlisted candidates will be contacted.

Exim Bank (T) Ltd is an employer that provides equal opportunities and is dedicated to fostering a diverse workplace and attaining a gender-balanced team. We highly encourage women and individuals with disabilities to submit their applications for this position.

Application deadline: 10th June 2026