FINANCE TRUST BANK

JOB OPPORTUNITY

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully-fledged commercial bank serving a clientele of over 500,000 depositors and over 37,000 borrowers, through a network of 34 branches country wide. The bank offers a variety of Products and services including; Savings, Current accounts, Loans, Money transfer services and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth.

In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

1. Business Process Analyst

This position reports to Manager, Innovations & Automation and will be based at the Head Office of the Bank.

Role of the Job:

The Business Process Analyst plays a critical role in the Innovations & Automation unit, bridging business needs and technology solutions.

The Business Process Analyst is responsible for analyzing business processes and strategies, designing & documenting requirements, coordinating user acceptance testing, technical documentation, and training users and IT administrators, and handoff to ICT Operations.

The Business Process Analyst ensures that software solutions align with Finance Trust Bank's objectives & Strategy, are user-friendly, and are effectively implemented and supported.

Key Deliverables:

1) Process Analysis and Improvement;
   - Analyze existing business processes to identify inefficiencies, bottlenecks, or opportunities for automation.
   - Recommend process improvements or software solutions to enhance operational efficiency and align with organizational goals.
   - Work with the Manager Innovations & Automation to prioritize automation initiatives based on business impact.
   - Assist in the deployment of software solutions, ensuring smooth transitions and minimal disruption to business operations
   - Monitor post-implementation performance, gather user feedback, and recommend enhancements to improve functionality or user experience.

2) Requirements Gathering and Documentation;
   - Collaborate with stakeholders to identify, analyze, and document business requirements for software solutions and process improvements

- Create clear, concise, and detailed requirement specifications, including process flows, use cases, and functional requirements, ensuring alignment with business goals
- Validate requirements with the Manager Innovations & Automation, Cybersecurity, Risk, and end-users, to ensure accuracy and completeness.

3) Coordination of User Acceptance Testing (UAT);
- Plan, organize, and coordinate UAT sessions to validate that the developed solutions meet documented requirements and user expectations.
- Develop test scenarios, scripts, and acceptance criteria in collaboration with end-users and developers
- Document UAT results, track issues, and work with the software development team to resolve defects promptly.

4) Documentation of Developed Solutions;
- Create and maintain comprehensive documentation for all developed software, including user manuals, technical administration guides, and system workflows and architecture
- Ensure documentation is accessible, up-to-date, and adheres to FTB standards for clarity and usability
- Update documentation to reflect system changes, enhancements, or bug fixes as needed.

5) User Training;
- Design and deliver training programs for end-users to ensure effective adoption and utilization of new software solutions, and for IT Administrators responsible for Level 1 Support of deployed software solutions.
- Provide ongoing support materials, such as quick-reference guides or FAQs, to enhance user confidence and proficiency.

6) Any other duties may be reasonably assigned by the supervisory chain.

Minimum educational and technical competence requirements:

- Bachelor of Science degree in computer science, Information Technology, Business Computing, Computer Engineering, Software Engineering, or related field
- Certification in Business Analysis (e.g., CBAP, PMI-PBA) is an added advantage. Training in project management, process reengineering, or data analytics is an added advantage
- Minimum of two (2) years' experience in business analysis, IT project coordination, or digital transformation within a financial institution or technology-driven environment.
- Hands-on experience with business process modeling, requirements gathering, and documentation

- Familiarity with core banking systems, digital channels, or fintech solutions
- Strong analytical and problem-solving skills.
- Effective communication and interpersonal skills to engage stakeholders and facilitate training
- Understanding of software development life cycle (SDLC), Agile or Waterfall methodologies
- Strong interpersonal and communication skills with the ability to collaborate across teams
- Ability to work independently with minimal supervision, pro-activeness, self-drive, and initiative.
- Customer-centric mindset with a passion for improving internal and external user experience.
- Adaptive to changing priorities and open to innovation.
- Ability to work under pressure and to meet deadlines.
- Detail-oriented and organized in handling multiple tasks and priorities.
- Ability to communicate effectively with both technical and non-technical stakeholders
- Strong written and spoken communication skills.
- Person of integrity.
- Flexibility and willingness to work long hours, including evenings and weekends

Position carries an attractive salary and benefits package.

Applications:
Suitably qualified candidates should address their application to Head of Human Resource, Finance Trust Bank, **TWED PLAZA, Plot 22B, Lumumba Avenue**, Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic documents, CV and application letter indicating your salary expectation. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Closing date for submission of the applications is **23rd July 2025.** *Only shortlisted candidates will be contacted directly on* **Tel. Numbers 0312 222600 or 0414 341275 ONLY.**

Please note that in line with the Bank procedures, no job offers are made online.

Finance Trust Bank is an equal opportunity employer, all qualified applicants will be considered without regard to certain protected characteristics.