

Job Profile for the Automation Officer

The Automation officer is meant to develop and provide support for online (web and mobile) and digital self-service applications/platforms.

Key Responsibilities

Solutions Development and Support

- Manage and develop web, mobile and other digital customer-facing platforms; ensure they are efficient and that they have end-to-end data integrity.
- Collaborate with relevant teams in terms of integration, to provide online access to internal business processes and provide support by developing platforms that have reporting elements that can be used for data mining and analysis.
- Keep proper documentation of application set-up procedures; maintaining versions and updating of IT documentation (software implementation issues, plan deliverables and user manuals).
- Facilitate the Training of Users and development of training materials to bridge knowledge gaps
- Perform routine health checks and monitor the performance of online and digital platforms.
- Provide support for digital platforms and liaise with internal teams to resolve related issues.

Third Party Engagement & Support

- Collaborate with solution providers to ensure that application implementation is carried out in accordance with predefined standards and quality policies and in line with user requirements.
- Ensure availability of APIs and processes to facilitate development of digital solutions

Required Skills & Competencies

- A university degree in Computer Science or any other related course with at least 2-3 years cognate experience in systems network, web/mobile application development and database administration.

- Good knowledge of managing database queries (SQL) and relational databases (MSSQL & Oracle e.t.c)
- Good knowledge of server side programming/scripting languages (C#, VB.Net, ASP.NET)
- Good knowledge of user experience and quality assurance
- Client-side scripting languages: JavaScript (jQuery, Node.js, Angular etc)
- Good knowledge of Source Control (Team Foundation Server, GIT)
- Very good knowledge of web development (HTML, HTML5, CSS 3), integration and documentation (SOAP, REST, Swagger)
- Basic understanding of graphics editing and web layout designs

Interested Applicants should send their CVs to **jobtalentrecruit@gmail.com** stating the role applied for as subject of mail. e.g “Automation Officer”