



**CO-OPERATIVE BANKS DEVELOPMENT AGENCY**

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**3X CFI SUPPORT HELPDESK AGENTS: CO-OPERATIVE BANKS DEVELOPMENT AGENCY (CBDA)**

**REF: 20151209**

**SALARY: R168, 146.73 – R198, 070.47 PER ANNUM (COST TO COMPANY)**

**BANKING PLATFORM PROJECT CENTRAL SUPPORT SERVICES**

**PRETORIA**

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**PURPOSE:**

To provide business analysis, project management and customer support to CFIs in the banking platform. The incumbents will report to the Head: Central Support Services.

**KEY OUTPUTS:**

It will be expected from the successful candidate to perform:

**Business Analysis:** Develop a template for product specifications• Conduct workshops/meetings to gather user requirements• Develop CFI user specifications documents and system requirements.

**Implementation of the banking platform:** Conduct CFI readiness assessments• Visit CFI sites to prepare for implementation• Perform collection of member and financial data for migration into the new system• Analyse and prepare the member and financial data for migration into the new system• Prepare CFI sites and equipment for system take on• Perform User Acceptance testing of the banking system• On-site CFI support.

**Customer Support Services:** Develop training manuals and conduct training• Provide training/end-user support and resolve problems to meet user's requirements• Support which includes guidance on applications and user access in the banking platform• Conduct impact analysis and develop reports• Liaise with Service provider helpdesk to resolve queries• Assist CFIs through the helpdesk and on-site visits.

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**NOTE:** Please forward a detailed CV to Attention: Ayanda Radebe, Co-operative Banks Development Agency, National Treasury, Private Bag X115, Pretoria, 0001, or hand delivery to [240](#) Madiba Street, Pretoria, 0002, or email your CV to [cbdarecruitment@treasury.gov.za](mailto:cbdarecruitment@treasury.gov.za). For further details please contact Ayanda Radebe on (012) 315-5924

Qualification and SA citizenship checks will be conducted on all shortlisted candidates and where applicable additional checks will be conducted. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).

**REQUIREMENTS:**

- A tertiary qualification in Accounting, Banking, Economics, Finance or related qualification.
- Working knowledge at a junior level in development of financial co-operatives, microfinance institutions or financial sector development would be an added advantage.
- A minimum of 1-2 years financial management, accounting and/or investments management experience.
- Knowledge of banking regulations within South Africa will be an added advantage.

**COMPETENCIES:**

- Excellent interpersonal, communication, facilitation and report writing skills.
- Excellent quantitative and analytical skills.
- Team orientated.
- Must be willing to travel extensively.
- Computer literacy – Microsoft suite of products.

**Closing date: Friday, 15<sup>th</sup> of January 2016 by close of business.**

*No late applications will be considered.*