JOB VACANCY ANNOUNCEMENT

COPEDU Plc is a Public Limited Company licensed by the National Bank of Rwanda to operate as a Financial Institution registered in the Office of the Registrar General with Company Code:100544628, P.O Box.4053, Kigali. COPEDU Plc is a Deposit Taking Financial Institution operating in Rwanda offering Banking services as mandated under the Rwandan law.

COPEDU PLC wishes to encourage all qualified, capable, and interested candidates to apply for the position of **IT Operations Manager**.

Department: IT
Reports to: Head of IT
Location: Kigali

General description

IT Operations is responsible for leading the design, implementation, and management of COPEDU's IT systems. This includes overseeing IT operations, systems development and databases. The role ensures that IT services are secure, efficient, and aligned with the institution's strategic and operational goals. The position also leads digital systems innovation and supports automation, business continuity, and regulatory compliance.

Key Responsibilities

- Lead the planning, development, deployment, and continuous improvement of business-critical systems and applications.
- Oversee the full systems development life cycle (SDLC), including requirements gathering, system design, development, testing, implementation, and ongoing support.
- Implement, maintain, and enforce COPEDU Plc's IT policies, standard operating procedures, and compliance with internal controls and regulatory requirements.
- Supervise systems integration across digital banking platforms, core business applications, and third-party systems to ensure seamless functionality and data consistency.
- Ensure IT infrastructure, including servers, networks, storage, and cloud resources, is robust, scalable, and performing at optimal levels.
- Manage system backups, disaster recovery protocols, and business continuity planning to safeguard operational resilience.
- Identify, evaluate, and implement automation opportunities and technology upgrades to enhance operational efficiency.

- Monitor and strengthen cybersecurity posture, ensuring adherence to governance frameworks and internationally recognized security standards (e.g., ISO 27001).
- Ensure effective data protection measures to safeguard clients' personal and financial information, in compliance with data privacy laws.
- Manage relationships with IT vendors and service providers, including contract negotiation, performance evaluation, and service level monitoring.
- Oversee helpdesk and technical support functions, ensuring timely resolution of user issues, system incidents, and service requests.
- Research, evaluate, and recommend emerging technologies that align with COPEDU Plc's strategic goals.
- Maintain comprehensive and up-to-date documentation of IT architecture, system configurations, operational procedures, and change logs.
- Track and report on key IT performance indicators including SLAs, infrastructure uptime, incident response metrics, and systems availability.
- Lead, coach, and develop the IT Operations team, fostering a culture of service excellence, accountability, and continuous improvement.
- Collaborate with other departments to align IT initiatives with organizational priorities and ensure technology enables business success.

Required Qualifications and Skills

- Bachelor's degree in Information Technology, Computer Science, Computer Engineering, or a related field.
- Minimum of 3 years of experience in IT support or operations, preferably in the banking sector.
- Relevant IT certifications (e.g., CompTIA, Microsoft, Cisco, Python) are an added advantage.
- Strong technical troubleshooting and problem-solving skills.
- Clear understanding of Core Banking System (ICBS).
- Database experience, preferably MySQL.
- Knowledge of IT security standards and data protection principles.
- Effective verbal and written communication skills.
- Ability to work efficiently under pressure while maintaining high-quality standards.
- Demonstrates high integrity and strong work ethics in all tasks.
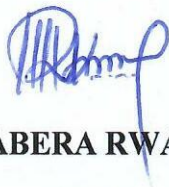
All applications must include:

- A motivation letter,
- A copy of the National ID,
- A detailed Curriculum Vitae (CV),
- Copies of academic and professional certificates.

What We Offer:

- Competitive and attractive salary package
- Annual leave allowance
- Long service recognition allowance
- Preferential interest rates on staff loans
- Annual performance bonus based on individual and company performance
- Medical insurance coverage
- Supportive and collaborative working environment
- Opportunities for continuous professional development and career advancement
- Etc.

Candidates are required to complete the online application form at the following link: https://forms.gle/jhm9Te7Nj24XYgqu5 no later than Tuesday, 30th September 2025. Only selected candidates will be contacted. In case the link does not work, candidates are advised to send the required documents via email to: hr-recruitment@copeduplc.rw

Done on September 18th, 2025.

KABERA RWAGATARE Charles

Executive Director