



## **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 Digital Officer**.

**Department:** IT

**Reports to:** IT Operations Manager

**Location:** Kigali

### **General description**

The IT Digital Officer supports the day-to-day operations of COPEDU's IT infrastructure, with a particular focus on maintaining digital banking platforms, ensuring network and system reliability, and providing second-level technical support to staff. Reporting to the Manager of IT Operations, this role plays a key part in supporting system security, enhancing user experience, and contributing to digital transformation projects across the organization.

### **Key Responsibilities**

- Install and configure hardware, software, and network systems in accordance with IT standards.
- Monitor and maintain computer systems, applications, and internal networks to ensure business continuity.
- Provide second-level technical support to employees across all departments, both in-person and remotely.
- Troubleshoot, diagnose, and resolve software, hardware, and connectivity issues.
- Set up and manage user accounts, access rights, and security settings.
- Assess the effectiveness of security measures protecting COPEDU Plc's systems, applications, and internal networks to ensure client data safety.
- Support the implementation, testing, and maintenance of digital banking platforms and mobile applications.
- Collaborate with teams and vendors on IT-related projects, system upgrades, and integrations.
- Maintain up-to-date records of system configurations, issues, and resolutions.
- Ensure the operational efficiency of systems supporting the call center and customer interfaces.
- Assist in monitoring system usage, data backups, and recovery processes.

*(Handwritten signature)*

- Uphold data protection and IT security policies to ensure compliance with internal and regulatory requirements.
- Recommend improvements in IT processes, tools, and technologies to enhance operational performance.
- Conduct regular equipment maintenance, including electrical safety checks and updates.
- Maintain strong working relationships with service providers and technical partners.

## **REQUIRED PROFILE AND QUALIFICATIONS**

- Bachelor's degree in information technology, Computer Science, Computer Engineering, or a related field
- Minimum of 2 years of experience in IT support or infrastructure, ideally in a financial services or digital banking environment.
- Certifications in IT systems, networking, or security (e.g., CompTIA, Microsoft, Cisco) are an added advantage.
- Strong technical troubleshooting and problem-solving abilities
- Clear understanding of Core Banking System ICBS
- Database experience preferable MySQL
- Understanding of IT security standards and data protection principles
- Effective verbal and written communication skills.
- Effective verbal and written communication skills.

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/dbLy8ZCpotm46YEL7> no later than **Saturday, 27<sup>th</sup> 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](mailto:hr-recruitment@copeduplc.rw)

Done on September 18<sup>th</sup>, 2025.



**KABERA RWAGATARE Charles**

**Executive Director**

