

SYSTEM INTEGRATION OFFICER -STSTR0/2026

REPORTING TO: SYSTEM INTEGRATIONS MANAGER

Job Purpose: To design, develop, implement, and maintain system integration solutions that enable seamless interoperability between the banking applications, digital channels, third-party systems, and external platforms. The System Integration Officer applies technical expertise in integration technologies, APIs, and middleware platforms to deliver reliable, secure, and high-performing integration solutions, supporting the Bank's operational efficiency and digital banking objectives.

Key Responsibilities:

1. Integration Development & Implementation

- Design, develop, and implement integration solutions using the Bank's integration platforms (ESB, SOA, REST APIs, and Microservices).
- Build and configure API connections, message routing, data transformation, and orchestration workflows on assigned integration projects.
- Develop and maintain integration specifications, API contracts, and technical documentation for all assigned integrations.
- Participate in technical design reviews and ensure integration solutions comply with Enterprise Architecture standards.
- Implement integrations in line with the Bank's CI/CD pipeline and version control standards.
- Conduct unit testing of integration components before handover to QA for formal testing.

2. Integration Support & Maintenance

- Monitor integration platform performance and availability, proactively identifying and resolving issues before they impact banking operations.
- Provide Level 2 support for integration-related incidents, diagnosing and resolving failures within agreed SLAs.
- Maintain and patch integration middleware, API gateways, and message brokers in line with vendor recommendations.
- Perform regular housekeeping of integration queues, logs, and monitoring dashboards.
- Escalate complex or unresolved integration issues to the System Integrations Manager.

3. Testing & Quality Assurance

- Develop and execute integration test plans, including end-to-end integration tests, regression tests, and performance tests.
- Collaborate with the QA & Testing team to support formal system and UAT testing of integration solutions.
- Identify, log, and resolve integration defects, ensuring zero critical defects are promoted to production.
- Participate in post-deployment verification to confirm integration solutions are performing as expected in production.

4. Security, Compliance & Documentation

- Ensure all integration solutions incorporate appropriate security controls including authentication, authorisation, encryption, and audit logging.

- Maintain comprehensive and up-to-date integration documentation including architecture diagrams, API specifications, and runbooks.
- Ensure integrations comply with CBK technology regulations, the Bank's ICT policies, and information security standards.
- Contribute to DR planning and testing for critical integration systems.

5. Continuous Improvement & Innovation

- Monitor emerging integration technologies and best practices, recommending improvements to the System Integrations Manager.
- Participate in Proof-of-Concept exercises for new integration tools or approaches.
- Contribute to automation of integration deployment and monitoring tasks.
- Participate in team knowledge-sharing and professional development activities

Academic & Professional Qualifications

- Bachelor's degree in computer science, Information Technology, Software Engineering, or a related field (required).
- Integration or middleware certification (e.g., MuleSoft Certified Developer, IBM Integration certification, WSO2 certification) is an added advantage.
- Java or .NET development certification is an added advantage.
- ITIL Foundation certification is an added advantage.

Experience Requirements

- Minimum 2–4 years' experience in system integration, API development, or middleware development.
- Demonstrated experience in designing and implementing integration solutions using ESB, SOA, or API platforms.
- Experience in REST and SOAP API development and management.
- Experience in integration testing and defect resolution.
- Working experience in a banking or financial services environment is an added advantage.

ALL applicants **MUST** apply online to email: recruitment@familybank.co.ke; closing date is **15th September 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

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