CAREER OPPORTUNITY: SOFTWARE DEVELOPER

Qona Sacco Society Ltd is a dynamic and member-focused deposit-taking Sacco committed to delivering innovative financial solutions through technology-driven services. To support our growing digital ecosystem, we are seeking a skilled and motivated Software Developer / Application Support Officer to join our ICT team.

Job Purpose

The Software Developer / Application Support Officer will be responsible for the design, development, maintenance, and support of software applications that drive Qona Sacco's operations. The role aims to enhance operational efficiency, improve member experience, and ensure seamless integration with internal and external systems while maintaining secure and scalable digital platforms.

Key Responsibilities

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1. Software Development

- Design, develop, test, and deploy custom applications and system modules to support Sacco operations.
- Maintain, upgrade, and enhance existing applications to improve performance, usability, and scalability.
- Integrate Sacco systems with third-party platforms such as payment gateways, mobile banking solutions, and external service providers.

2. Application Support

- Provide technical support for both internal systems and member-facing applications.
- Diagnose, troubleshoot, and resolve software-related issues in a timely and efficient manner.
- Develop and maintain system documentation, including user manuals, workflows, and configuration guides.

3. Process Automation & Innovation

- Identify opportunities to automate manual processes and improve operational efficiency through technology.
- Collaborate with various departments to digitize workflows and implement innovative solutions.

4. Security & Compliance

- Ensure all applications comply with data protection regulations, ICT policies, and industry standards.
- Implement secure coding practices and conduct regular vulnerability assessments.
- Support system audits and ensure compliance with regulatory requirements.

5. Collaboration & Reporting

- Work closely with ICT teams, vendors, and external stakeholders during system implementations, upgrades, and integrations.
- Develop reports, dashboards, and data insights to support management decision-making.

Qualifications & Experience

- Bachelor's degree in computer science, Information Technology, or a related field.
- Minimum of **3 years' experience** in software development and application support.
- Proficiency in programming languages such as **.NET, Angular, React Native** or similar.
- Experience working with databases such as **MySQL, PostgreSQL**, and APIs.
- Familiarity with Sacco systems or financial service platforms will be an added advantage.

Key Skills & Competencies

- Strong analytical thinking and problem-solving skills.
- Excellent communication and technical documentation abilities.
- Ability to work independently and collaboratively within cross-functional teams.
- Knowledge of cybersecurity principles and data protection practices.
- High level of integrity, reliability, and attention to detail.

How to Apply:

Candidates who meet the minimum requirements to fill attached link **https://forms.office.com/r/9N5d28Qcxw** and send your application with a detailed curriculum vitae including three referees to careers@qonasacco.com by **20th April 2026**.

Due to the numerous numbers of applications received, only short-listed candidates will be contacted.