

# DEPUTY MANAGER – IT VENDOR MANAGEMENT

## THE JOB

- Manage the end-to-end lifecycle of IT vendors, including selection, onboarding, performance management, contract administration, renewals, and exits.
- Establish and maintain strong, effective relationships with IT vendors to ensure timely delivery of high-quality goods and services while optimizing costs and minimizing operational, financial, and compliance risks.
- Conduct market research and vendor evaluations to identify the most suitable vendors offering competitive pricing, quality solutions, and long-term value to the organization while working closely with the Procurement unit.
- Collaborate with internal stakeholders to align vendor solutions with business and technology requirements, including outsourcing and managed service arrangements.
- Monitor and measure vendor performance against agreed SLAs, KPIs, and contractual obligations, and manage escalations to ensure timely resolution of issues.
- Track and quantify cost savings, value realization, and efficiency gains achieved through effective vendor and contract management.
- Oversee IT contracts, AMCs, renewals, and payment coordination, ensuring contractual compliance and timely financial settlements.
- Lead the annual IT budgeting process, including budget preparation, consolidation, and coordination with all relevant departments.
- Evaluate vendors' financial stability, security controls, regulatory compliance, and legal standing to mitigate third-party risks.
- Maintain visibility of End-of-Life (EoL) technologies/ Products and proactively plan replacements and new technology adoption in line with IT strategy.
- Identify opportunities for automation and digitization within vendor and contract management processes to improve productivity, accuracy, and cost efficiency.
- Provide assurance to business line heads on vendor compliance, service quality, and risk posture.

## THE PERSON

- Possess a Bachelor's degree in IT or related field.
- Possess professional qualifications in ITIL.
- Possess minimum 5 years' of experience in Information Technology.
- Good understanding of industry trends and emerging technologies.
- A sound understanding of vendor management.
- Experience on budgeting.

The position is at Deputy Manager Level.

Please login to <https://www.ndbbank.com/careers> to apply on or before 09<sup>th</sup> February 2026.

We will correspond only with the shortlisted applicants  
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Vice President Human Resources