

POSITION: APPLICATIONS SUPPORT ANALYST

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: APPLICATIONS SUPPORT MANAGER

JOB PURPOSE STATEMENT

The Applications Support Analyst role is responsible for providing 2nd level support on all service requests, incidents and problems escalated as per the IT service support model.

This shall be achieved by working closely with bank and TELCO stakeholders as well as established technology partners to ensure that the solutions being delivered in the TELCO markets are effective and efficient in delivering customer value.

KEY RESPONSIBILITIES

- **Applications Support** – Provides 2nd level support activities on Core Banking, Integration and Credit Management Applications. This relates to action on incidents, problems and service requests escalated by the 1st level support teams where the focus is ensuring they are dealt with according to defined set of policies, processes, procedures and that they always meet the defined SLAs. The role is also responsible for contributing to availability of the MSL applications by ensuring that all key aspects are being monitored. **(40%)**
- **Projects Support** – Provides required technical support on business and technical projects as assigned by the Applications Support Manager. The scope covered is from requirements review, solutions design, development, testing and eventual implementation in production. This is specifically in relation to all the Mobile Savings and Lending (MSL) applications used in the TELCO markets. **(30%)**
- **Continuous Improvement** – Responsible for the actual delivery of operational efficiencies as an outcome of consistent review of the business operational needs in relation to the application systems capabilities. Contributes to the engagement with users and stakeholders in identifying shortcomings in MSL applications and provide technical advice on enhancements to overcome them. **(20%)**
- **Stakeholder Management** – Responsible for the actual delivery of the agreed application and overall service improvement initiatives as an outcome of the regular engagements with internal clients, external business partners and application vendors. In doing so, the role contributes to the building of effective relationships with these key stakeholders. **(10%)**

COMPETENCE REQUIREMENTS

- Able to communicate effectively; both verbally and in writing.
- Capable of working independently and is a good team member.
- Proactive and a self-starter who requires minimal supervision.
- Strong analytical skills coupled with the ability to think logically.
- Effective organizer and ability to execute complex simultaneous tasks.
- High propensity for executing change.
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture.
- Self-motivated, assertive and proactive.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree in Computer Science, Information Technology or related field, a Master's degree in Technology or Business related course is an added advantage
- Minimum 4 years' experience with at least 3 years in an Application Support role within a large highly digitized organization designing, implementing and managing mission critical systems.
- Certification and experience implementing best practice frameworks e.g. COBIT, ITIL (preferred)
- Project Management Certification: PMP or PRINCE2 (preferred)
- 3 years' experience in Application support in medium to large organizations.
- Hands on and practical knowledge in use of RDBMs e.g. Oracle, MS SQL
- Working experience in a bank or other financial services organization.
- Experience in Management of External Partners and Third party support providers.