

**POSITION: IT SUPPORT OPERATIONS OFFICER**

**DEPARTMENT: INFORMATION TECHNOLOGY**

**REPORTS TO: MANAGER, IT SUPPORT OPERATIONS**

### **JOB PURPOSE STATEMENT**

The IT Support Operations Officer role is responsible for the provision of ICT support to the Core Banking Systems and other Business systems by providing technical assistance, analysis and solutions to issues reported or escalated from the service desk and the Daily COB (Close of Business) activities are performed across all Core Banking platforms as per the documented procedures.

The role applies incident and problem management processes to provide resolution to incidents or appropriate workarounds for problems while seeking to proactively and continuously improve support to the bank's internal and external customers.

### **KEY RESPONSIBILITIES**

1. **Daily COB Services:** To execute all Daily COB (Close of Business) activities performed across the Core Banking Systems as per the documented procedures. (30%)
2. **Incidents Management:** To provide 2<sup>nd</sup> Level Support and ensure the resolution of service incidents escalated to the Support Operations Team, and/or provision of appropriate workarounds for incidents escalated as problems within the agreed SLA. (30%)
3. **Problem Management:** To escalate problems and continuously engage with the 3<sup>rd</sup> level and/or 3rd party support vendors to ensure timely resolution of all escalated system faults/bugs on the Core Banking and other Business Systems. (20%)
4. **System Administration:** Perform day-to-day administration duties across the Core Banking and Business systems platforms so as to ensure system stability and consistent levels of service delivery. (15%)
5. **System Reporting:** Analysis, design and generation of various reports in an accurate manner and distribute in an effective and timely manner. (5%)

### **COMPETENCE REQUIREMENTS**

- Technical skills to effectively perform ICT support activities/tasks in a manner that consistently produces high quality of service.
- Demonstrable track record in the complete systems analysis cycle and relational database design skills.
- Interpersonal skills to effectively communicate with and manage expectations of internal customers and other stakeholders who impact performance.
- Attention to detail, ability to multi-task, good time management skill, prudent prioritization and effective structuring of work assignments.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture.
- Team player and able to work with minimum supervision.
- Innovative and enterprising in order to identify and accept change opportunities and effectively forecast impact of change and advice/implement interventions to mitigate risk.
- Highly analytical in problem solving with the ability to apply original and innovative thinking.

## **QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- A Bachelor's degree in Computer Science, Information Technology or related field.
- Minimum 3 years' experience with 2 years in an IT service support, systems analyst or service management role within a large highly digitized organization managing mission critical systems.
- Minimum 3 years working experience in a busy IT environment as a systems analyst with hands on role in enterprise database management, application management and relational database design.
- Minimum 2 years support of the current core banking system in the bank (T24) and a certification or recognized approved training in the same.
- ITIL Foundation certificate.
- One or more IT certifications such as in Microsoft systems, UNIX or Oracle will be an added advantage.
- Good understanding of the financial services and how IT contributes to the success of the financial institutions.
- Sound knowledge of Information technology and related support architectures.