

POSITION: TEAM LEAD, DIGITAL CHANNELS SUPPORT, IT

DEPARTMENT: IT

REPORTS TO: MANAGER, DIGITAL & CARD CHANNEL APPLICATIONS

JOB PURPOSE STATEMENT

This is an ICT specialist supervisory role whose purpose is to ensure effective and efficient support and system administration to the bank's digital channel systems and integration components for the entire CBA Group. This includes but is not limited to Mobile Banking, Internet Banking, Mobile Money Payment systems, Bill Payment Systems etc across all 4 countries. The incumbent will work closely with Process and Product owners across the bank and other officers within IT ensuring that the pertinent Service Level Agreements measures are consistently attained – so as to support and contribute to the bank's strategic objectives now and in the future.

KEY RESPONSIBILITIES

- Lead the digital channels team in provision technical support and monitoring of the Digital Channel systems. (30%)
- Ensure availability of 24 hour on call support and supervised day-to-day support of these systems. (20%)
- Supervise the Digital channels team in execution of their day to day activities (10%)
- Document and analyze technical specifications for changes and projects. (10%)
- Review updates, test and implement changes and/or enhancements in compliance with the Change Management Policy. (10%)
- Execute System integration testing and subsequent implementation of system upgrades, hotfixes, patch releases. (10%)
- Coordinate interventions by vendors. (5%)
- Communication to all key stakeholders (5%)

COMPETENCE REQUIREMENTS

- Proven experience and skills in the complete systems analysis cycle and relational database design.
- Technical skills to effectively perform ICT support activities/tasks in a manner that consistently produces high quality of service.
- Interpersonal skills to effectively communicate with and manage expectations of internal customers 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.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

Education

- Degree in Computer Science or relevant IT degree from a University with a reputable curriculum.
- Training and applied knowledge in Digital Channels Support, Unix and Oracle

Experience

- Three year's practical proven experience in installing, setup, support and troubleshooting of 3 tiered application architecture, including web technology support e.g. Jboss, WebLogic and IIS.
- 1-2 Years in a supervisory role
- Proven experience in supporting banking channels (mobile, internet, ATMs etc)
- Proven experience in systems analysis, design, implementation and support.
- Proven knowledge of banking operations, operations in business units and business impact analysis.
- Thorough knowledge of the Bank's core banking system.