NCBA

Job Description

Job Title:	Applications Support Officer	Reports to:	Manager, IT Applications & Channels Support
Department:	Information Technology	Division:	Operations, Technology, & Enterprise Projects
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
The IT Support Operations Officer role is responsible for the provision of ICT support to the Core Banking Systems, Digital Channels 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 Result Areas		
Perspective	**% Weighting** *(to add up to 100%)*	**Output**
Financial	10%	• Perform day-to-day administration duties across the Core Banking, Digital Platforms and Business systems platforms so as to ensure system stability and consistent levels of service delivery. • Maintain security and adherence to IT controls across all Bank Applications, Digital Channels to prevent financial losses. • Setup and maintain proper and accurate fees and charges, and ensure that income across all bank products is maintained on Core Banking to avoid income leakage.
Customer	40%	• Monitor and manage service user complaints especially those related to Application Systems, Digital Channels and Customer facing systems. • Provide 2nd 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. • Escalate problems and continuously engage with the 3rd 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.

		• Manage & improve relationships with both internal and external customers by ensuring regular communication and feedback on IT related issues resolution. • Review and Monitor Service Level Agreements with both internal customers and service partners to ensure a high-quality service delivery.
Internal business processes	40%	• Execute Close of Business (COB) processes and provide bank performance reports in the period, format, timeline and circulation required. • Analyse, design and generate various reports in an accurate manner and distribute in an effective and timely manner. • Assist in preparation of daily, weekly, monthly or quarterly management reports as may be required to facilitate policy formulation and decision making. • Monitor and ensure successfully backups of databases and systems within the Bank. • Assist the maintaining a software and hardware Inventory including license information for All Bank Applications, SSL certificates, Microsoft Applications. • Support the Installation, upgrade and test of new versions of DBMS and systems software before they are setup in a production environment.
Learning and growth	10%	• Achieve of at least 40 hours of learning/training for self through E-learning, Internal & External training activities. • Continuous professional development.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	NIL
Indirect Reports	Outsourced partners/Vendors

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal	External
All departments	System vendors and Outsourced Partners

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.*
Operational – IT Operations, Incident, Change and Problem Management etc

Work cycle and impact: time horizon and nature of impact (Planning) *(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)*
Less than 1 week

Ideal Job Specifications

Academic qualifications:

Bachelor's degree in Information Systems, Information Technology, Computer Science or related field

Professional training:

- Training and certification MDBA, OCA, OCP as an added advantage
- Project Management Skills is an added advantage

Desired work experience:

- 1.8 to 3 years' experience in Application support in medium to large organizations and or banking or Financial service organization would be an added advantage
- Hands on and practical knowledge in use of RDBMs e.g. Oracle, MS SQL

Technical Competencies

- Technical skills to effectively perform or guide performance of Application design and operations activities/tasks in a manner that consistently produce high quality of service.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.

Behavioural Competencies

- Achieves results-gets the job done by doing whatever it takes, within an appropriate time frame; shows persistence in overcoming obstacles; ensures follow-through to desired results.
- Problem solving/Judgment-Analyzes and solves problems by dealing with facts and not by blaming others; Seeks involvement from diverse perspectives and areas of department and /or Group to solve problems
- Self-empowerment/Continuous learning & Development- takes the initiative to learn new skills that would benefit the position and operational objectives.
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.