



## Career Opportunities: Senior Specialist; Business Applications (3004)

Requisition ID 3004 - Posted 05/07/2024

**Job Reporting To - Manager; Business Applications**

**Department- ICT**

**Location- HQ**

### **Job Summary**

Responsible for implementation, enhancement and maintenance of back-office applications which support business functions. Ensures systems stability, satisfaction of both internal & external customers, understanding of the core functions of the business units, policies, procedures and support at least 60% of business automation applications taking into consideration system criticality and complexity.

### **Key responsibilities:**

- This position addresses issues on back-office applications to sustain application functionality and identify process improvement opportunities.
- Responsible to work closely with the business departments and key vendors to resolve any technical deficiencies, assist with integration needs, implement and test new functionalities to ensure that business applications unit deliver quality banking experience through systems automation as well as contributing to the strategic direction of the Bank.
- Facilitate automation of new and existing back-office applications.
- Serve as an escalation point for business applications and provide 2nd Level technical support and resolution of all incidents and issues raised directly to the unit, via service desk, formal issue trackers or ticket management system.
- Conduct proactive monitoring and maintenance of all business applications to timely identify system problems and implement remedial measures to ensure high system availability.
- Implement system upgrades of all business applications (Production, Disaster Recovery site and Tests environments) to the latest supported and required versions by the bank following approval from the Change Advisory Board
- Ensure that backups of all administering applications are being performed daily and are tested on regular basis.
- Track issues logged to system vendors to ensure they are closed within agreed SLA.

- Define, document, maintain user manuals and systems configurations.
- Perform applications user management as per requests and in line with Bank's policy.
- Coordinate with all relevant departments with regards to training and testing on new and existing and upgraded business applications.
- Carryout any other assignments as may be assigned by Manager Business Applications, SM-BOA, Head of Enterprise Applications, DICT, Top and Executive Management.

### **Experience, Knowledge and Skills Requirements**

- Bachelor's degree in computer science, Information Technology or related academic certificate from a recognized university.
- Minimum of 5 years of experience in application management, software development, or related roles, with a focus on business applications banking environment
- Information Technology Infrastructure Library (ITIL) certificate is required.
- SAP System Administration Certifications is an added advantage.
- Ability to handle numerous concurrent tasks under time constraints, effectively prioritize and execute tasks in a highly dynamic environment.
- Exposure on technical interaction with vendors, contractors, and other stakeholder.
- Knowledge of Enterprise Resource Planning Systems.
- Understanding of Infrastructure technologies including networks, servers and databases.
- Understanding the core functions of the business unit, policies and procedures of assigned systems.
- Understanding of application and system architecture concepts.

**Deadline: 15th May 2024**

To Apply, [\*\*CLICK HERE\*\*](#)