1. PURPOSE OF JOB:

Proactively monitor, conduct level 1 troubleshooting, and deliver cost-effective and efficient ICT services (Incident, Complain and Communications Management, Proactive Monitoring, ICT Service Requests, etc.) that meet and exceed business and customers' expectations (availability, recoverability, security, and continuous improvement).

2. PRINCIPLE ACOUNTABILITIES :

- Act as a single point of contact for provision, deletion, and transfer of access requests for different applications and systems such as CBS, AML, Sybrin, domain access, etc.
- Responsible for resolution and closure of all access requests fulfillment logged into Helpdesk tool from branches & HQ ensuring SLA(s) and customer expectations are met.
- Custodian of Access Management document, ensuring it's constantly updated quarterly, reviewing roles, as well as getting signoff from management whenever a new system is introduced that needs access provision from the Service desk.
- Proactive and reactive monitoring of technology systems including Servers, Network Infrastructure, Applications, Databases, ATMs, POS as well Data Center environment using the available monitoring tools.
- Support multiple technical teams in 24 x 7 environment operational environments with high uptime requirements. Varied shift schedules may include day or evening/odd hours.
- Recognize, identify, and prioritize incidents following customer business requirements, organizational policies, and operational impact.
- Provide timely responses to all incidents, outages, and performance alerts.
- Categorize issues for escalation to appropriate technical teams and between the ICT Department and stakeholders (internal and external) concerning service performance and availability. This includes Branches, ATMs, Business units, Aggregators, MNOs, and third parties, who are linked to the Bank's payment systems among others.
- First-line troubleshooting of incidents arising from monitoring, by recording incidents and correlating them with the events, applying appropriate workarounds, communicating, and coordinating resolution with other support levels including third-party partners and vendors.
- Responsible for performing first-level troubleshooting, resolving, and escalating all issues relating to the Self-service channels, Data Center & DR infrastructure, Core Banking Services, Core Network, Branch Connectivity, and ATM/POS Head Office and Branches.
- Perform and coordinate Root Cause analysis of incidents and share RCA/incident reports.

SWIPE

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- Work with the System Development team to understand the new products and systems and ensure the right support is provided throughout the transition period.
- Educate system users on how to solve minor operational problems.
- Responsible for Consolidating and sharing morning, afternoon, and evening services health check reports.
- Creation of status reports, graphical management tools, and daily, weekly, and monthly performance statistics for the network and data center infrastructure.

3. QUALITIFICATION & EXPEREINCE

- University degree in computer science or related discipline
- Excellent technical and computer skills
- Software development skills will be an added advantage.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation
- Ability to explain solutions to users who do not have a technical background.
- Experience in IT support to customers.
- Problem-solving skills.
- Team collaboration skills – Routinely work with other IT personnel to resolve user issues.
- Excellent written and spoken communication skills.
- working experience in the Banking industry will be added as an advantage.

**Kindly use the provided link
to submit your application.**

NB: Only shortlisted candidates will be contacted

Application deadline: **24th July 2024.**

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