

## DEPUTY MANAGER - INFORMATION TECHNOLOGY (SENIOR TEAM LEAD SYSTEM SUPPORT - APPLICATION SUPPORT)

### The Job

- Lead the team to ensure all automated applications are fit for NDB Bank's purpose and designed with efficiency and integrity, adequately tested and deployed on time to provide a robust customer service
- Lead the team of Domain Team Leaders to provide continuous support for all applications running in production and contingency sites by coordinating with internal technology / business teams and external vendors to resolve live application issues
- Lead the team to ensure that all applications and related vendor support services comply with all internal and external audit, security and regulatory standards, policies and requirements.
- Lead the team to provide active support towards all the Change The Bank (CTB) initiatives to design, test and implement new products and system changes
- Lead the team to ensure proper follow-up of all logged issues with vendors to maintain minimum lead time for logged issue
- Provide continuous (scheduled and unscheduled) updates to relevant governance and management forums
- Ensure project support , allocation of resources, Coordination of vendors and smooth implementation of projects
- Prepare MIS reports and provide live system support

### The Person

- Possess around 10 years of banking / IT experience out of which minimum of 5 years should be in the area of IT with exposure to Application support including LankaClear initiatives.
- Degree or equivalent qualification in Information Technology/ Computer Science
- Thorough understanding of software and knowledge on Systems
- Possess good presentation skills
- Be a good team player and possess the ability to work under pressure
- Attention to detail and possess strong analytical skills
- Possess excellent communication and negotiation skills

Please login to <https://www.ndbbank.com/careers> to apply on or before 15<sup>th</sup> September 2022

We will correspond only with the shortlisted applicants

*"We are an equal opportunity Employer"*



**Vice President  
Group Human Resources**

