

Assistant Domain Lead Junior System Support Engineer

IT Department - Application Support Team

THE JOB

- 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
- 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.
- Ensure that all applications and related vendor support services comply with all internal and external audit, security and regulatory standards , policies and requirements
- Provide active support towards all the Change the Bank (CTB) initiatives to design, test and implement new products and system changes.
- Ensure proper follow-up of all logged issues with vendors to maintain minimum age analysis in the logged issue.
- Provide continuous (scheduled and unscheduled) updates to relevant governance and management forums.
- Timely coordination and tracking of issue resolutions with Vendors and responses to internal and external customers on issues
- Ensure the quality of delivery in providing solutions and enforce the stability of the support systems
- Maintain zero tolerance with respect to adherence to all internal audit, external audit & regulatory compliance, as applicable.
- Resolve in high priority related to IRMC, BORSB and Audit issues.
- Prepare Application support dashboard , MIS reports and provide live system issue updates
- Review policies & procedure as per the bank norms and adhere to applicable policies & procedures

THE PERSON

- Possess Degree or equivalent qualification in Computer Science/Information Technology from a recognized institute
- Qualified in IBSL examinations will be an added advantage
- ATM, Online Banking, Credit / Debit cards or merchant Acquiring experience would be an added advantage
- More 3 years of experience in IT field of which more than 1 years of experience in banking sector (exceptions based on the individual case)
- Good understanding of MS Project and System/software orientation
- Possess excellent interpersonal and communication skills with good presentation skill
- Excellent problem-solving skills, Analytical Skills with Excel data base management techniques
- Ability to work to deadlines, under pressure

Position is at Executive Level

Please login to <https://www.ndbbank.com/careers> to apply on or before **21st December 2023**

We will correspond only with the shortlisted applicants
"We are an equal opportunity Employer"



Vice President Human Resources