

Position: ADC Support Officer
Division: Information Technology
Locations: Karachi

Required Qualification & Experience:

Bachelor's degree preferably Computer Sciences with minimum 2-3 Years of relevant experience.

Main Duties & Responsibilities:

- Provide support to all ATM Machines and ATM Cards related issues to branches.
- Coordinate with vendors and articulate business issues to define the requirement or problem to the vendor for their understanding of the incident or change.
- Develop and apply skills with respect to technical research from troubleshooting perspective.
- Ensure support ADC related tasks including ATM MIS's, ATM Monitoring.
- Coordinate with vendors to resolve customer, ATM machines and transaction related issues.
- Ensure compliance with Service Level Agreement (SLA) for application support.
- Ensure Systematic delivery of MIS reports to business application users.
- Ensure that information provided to end user has correct information.
- Prepare test cases and conduct System Integration Testing (SIT) for solutions developed by internal team(s) or vendor.
- Any other job assigned by the Line Manger/Divisional Head.
- Ensure time by Submission of data/reports required by line manager/RO/HO.