

**Position: ADC Support Officer**  
**Division: Information Technology**  
**Location: Head Office**

**Key Responsibility:**

- Contribute in managing a call center plan and to push banking products via call center agents.
- Monitoring call center KPIs.
- Ensure the Call Center is available 24/7 to customer calls and that it is offering a best in class service to its customers
- Provide support to Unit Head ADC and ADC Project Manager in terms of business analysis and quality assurance.
- Contribute in development, enhancement and support of the Bank's Internet Banking.
- Understand and contribute in developing products RFP, BRD, Manuals, Policies and Procedures.
- Contribute to team effort by achieving related results and able to work with cross-functional teams.
- Contribute to build and roll-out products that deliver the company's vision and strategy.
- Produces reports and brings recommendations to ADC Manager for guidance on decisions relating to new and existing products.
- Monthly analysis of customer comments and complaints in order to identify products or procedure weaknesses and report it for the necessary correction action if needed.
- Management of day-to-day aspects of ADC products.
- Responsible for trainings associated with ADC products
- Support related to ADC tasks including ATM MIS's, ATM Monitoring, and Coordination with vendor and to resolve issues related to branch.
- Any other assignment given by the supervisor(s) or Banks management from time to time, keeping in view banks' essential.

Any other task assigned by the Line Manager/ Management is to be performed to the best of his/her capability."