

Position: Manager ADC Operations

Division: Information Technology

Location: Head Office

Key Responsibility:

- Utilize Project Management Tools to effectively run ongoing projects.
- Develop strong understanding of business applications that are assigned from application support perspective.
- Develop skills related to configuration of products / solutions in business applications.
- 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 compliance with bank policies and procedures and report / escalate issue/information in a timely manner that may cause Non –Compliance.
- Ensure compliance to SBP regulations and guidelines.
- Review of Information Technology policies and ensure compliance.
- Provide timely information for queries related to internal/ external audit, and ensure compliance / rectification of information reported to audit teams.
- Ensure compliance with Service Level Agreement (SLA) for application support, as communicated in annual objectives.
- Utilization of Ticket Management System (TMS), Change Management and Incident Management processes based on instructions provided by Team Lead, Divisional Head and related Departments.
- Timely reporting on progress of assigned projects.

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