

Position: Manager ADC Operations

Division: Information Technology

Location: Head Office - Karachi

Position Summary:

The Manager – ADC Operations is responsible for ensuring uninterrupted availability, stability, security, and performance of the Bank's Digital Banking & ADC Channels, applications and supporting infrastructure. The role manages production support, incident management, system monitoring, vendor coordination, change implementation, and regulatory compliance for Digital Banking Platforms.

Key Responsibilities:

- Manage and oversee the day-to-day operations of Digital Banking and Alternate Delivery Channel (ADC) applications, ensuring high availability, performance, reliability, and seamless integration with Core Banking, middleware, payment systems, and external channels including 1LINK, RAAST, and other third-party services.
- Monitor and support production environments by investigating application and system issues, performing root cause analysis (RCA), coordinating incident resolution, and implementing preventive measures to ensure business continuity and minimize service disruptions. Coordinate with vendors and infrastructure teams.
- Coordinate with application vendors, technology partners, infrastructure teams, and service providers for system upgrades, patches, issue resolution, maintenance activities, performance optimization, and timely completion of operational tasks while ensuring compliance with service level agreements (SLAs).
- Liaise with business units, project teams, vendors, and internal stakeholders to support existing Digital Banking and ADC services, implement new products and functionalities, manage production releases, change requests, and ensure successful deployment of business initiatives.
- Analyze Digital Banking and ADC applications, system performance, and operational processes to identify opportunities for service improvements, automation, capacity planning, technology enhancements, and implementation of new initiatives aligned with the Bank's digital transformation strategy.
- Coordinate with internal teams and external vendors to plan and execute SIT, UAT, production deployments, Disaster Recovery (DR) exercises, and post-implementation validation, while ensuring compliance with SBP regulations, Information Security policies, audit requirements, and change management procedures.
- Prepare operational reports, system availability dashboards, incident and capacity reports, conduct knowledge-sharing and training sessions for business and IT users, mentor team members, and ensure effective operational governance to support continuous service improvement and operational excellence.

Position Specification(s):

Minimum Qualification	Minimum Bachelors preferably Master
Experience	8-10 years in relevant Experience
Competencies Required:	Proficient with Digital Banking & ADC Channels, Middleware, APIs, Oracle/Linux, Incident & Change Management, Vendor Management, SBP Compliance.