

Position: Manager ADC Operations

Division: Information Technology

Location: Head Office - Karachi

Required Qualification & Experience:

Graduate/ Postgraduate degree preferably in Computer Science or equivalent from an HEC-recognized university. Minimum 8-10 years of relevant experience.

Key Responsibility:

- Develop a strong understanding of business applications that are assigned from application support perspective.
- Develop skills related to configuration of products / solutions in business applications.
- Utilize Project Management Tools to effectively run ongoing projects.
- 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 a troubleshooting perspective.
- Ensure compliance with bank policies and procedures and report / escalate issues/information in a timely manner that may cause non-compliance.
- Ensure compliance with 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 the Team Lead, Divisional Head, and related Departments.
- Timely reporting on the progress of assigned projects.