

Position: Operations Support Officer
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 2-3 years of relevant experience, preferably within the team of Core Banking Support team.

Main Duties & Responsibilities:

- Banking Application support experience to branches and, regional offices.
- Monitoring of Core Application Services & Allied Applications.
- User Management of Core Banking & Allied Applications.
- Responsible to manage ecib application & reporting.
- Coordination with CAD department & regulator to fulfil regulatory compliance.
- Coordinate with team lead and peers for issues resolution of branch operations.
- Responsible to prepare incident and change management documentation.
- Ensure compliance of SOP's and IS policies including internal policies and prudential regulation guidelines, while performing their day to day operations.