

**Position: Senior Application 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 4-5 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.
- Experience to providing support of Treasury & Trade application.
- ECIB & ITRS reporting & coordinate with regulator to fulfil the regulatory compliance
- Excellent problem-solving and critical thinking skills
- System administration – configuration, testing & development of IT solutions.
- Strong Understanding of accounting and core banking practice.
- Coordinate with team lead and peers to prepare SOP's for branch operations.
- Responsible to prepare incident and change management documentation.
- Responsible to do SIT testing in mock environment, managing approvals and sign off.
- Ensure compliance of SOP's and IS policies including internal policies and prudential regulation guidelines, while performing their day to day operations

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