**Job Description**

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| 1. General | |
| 1.1 Job Title: | Manager, Core Banking System Support Division |
| 1.2 Division | Core Banking System Support |

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| **2. Job Summary** |
| * The Division Manager plans, organizes, directs, implements & controls the core banking system of the bank. He/she is also responsible for the uptime and availability of the critical Core Banking System. He/she will lead a team of professionals, ensuring the smooth operation and continuous improvement of the core banking system. This role will involve collaborating with various stakeholders, managing projects, and driving the resolution of technical issues to ensure the efficient functioning of the banking operations.The division manager is also responsible for controlling the overall support requests is addressed. He/she guides and facilitates the duties of the subordinates. He/she is also responsible for timely reporting of the division’s activities and/or issues occurring in any of the applications to all concerned. |

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| **3. Duties & Responsibilities** |
| * 1. Assists the department’s director in formulating and implementing guidelines, procedures, and standards ,that are developed based on the bank’s IT policy, for activities of the department relating to core banking support   2. Handle role definition and user management needs of the Bank   3. Implements and monitors the IT policy and procedures   4. Efficiently utilize the allocated budget.   5. Plans, organizes, coordinates and supervises the activities of the divisions tasks   6. Ensure the timely and effective resolution of user issues, system errors, and escalations, in alignment with predefined service level agreements.   7. Actively involve and direct the proper planning, organizing, directing, implementing and controlling the functions of the core banking system.   8. Ensures the uptime and availability of the Bank’s critical applications like the core banking system.   9. Coordinate and keep all the necessary data of the Bank on the safe condition for future reference and facilitate business continuity in the occurrence of any disaster in shortest possible time   10. Devises, develops, implements disaster recovery archiving procedures and capacity planning of all the applications of the Bank’s under his/her supervision;   11. Collaborate with other IT and Operations teams to plan and execute maintenance activities, system upgrades, and enhancements for the core banking system. Coordinate with vendors and internal stakeholders to ensure minimal disruptions and successful implementation of system changes.   12. Manage and prioritize incidents reported by users, ensuring timely investigation, root cause analysis, and resolution. Coordinate with relevant teams to implement corrective and preventive actions to minimize future incidents.   13. Prioritize user support requests based on the urgency, necessity and impact   14. Conducting diagnostic tests and evaluating performance metrics of the core banking system.   15. Encourage officers to update their knowledge in their domain area.   16. Involve in the hiring of application administration teams of the division   17. Assesses the performance of subordinates , and prepares and submits periodic reports to supervisor   18. Performs other tasks as assigned. |

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| **4. Job Specification** | |
| 4.1 Education | * BSc/MSc in Information Technology, Computer Science, Computer Information System, Information Science, Software Engineering, or any related discipline from a reputable university. |
| 4.2 Experience | * 8/6 years of relevant word experience of which 3 years of experience in supervisory positions. |
| 4.3 Technical Competencies | * Project management skills * Understanding and high-level knowledge on Oracle database, Linux and Enterprise Application Servers( jBoss EAP, IBM WAS, etc) * Proven experience in supporting a core banking application * Good knowledge of Core Banking System * Practical proven experience in support and troubleshooting of core banking systems, * Good understanding of overall Core Banking System architecture and working mechanism. |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Principal , Core Banking System officer |
| 1.2 Division | Core Banking and Business Automation Department |

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| **2. Job Summary** |
| The Principal, Core Banking System officer under the supervision of the manager is responsible for controlling the overall performance of the core banking system. He/she is also responsible for the uptime and availability of the critical Core Banking System. He/she is also responsible for controlling the overall support requests are distributed to the officers according to the level of the requests and prepares the weekly and monthly performance report. He/she is also responsible for controlling the issues logged on the support portal and reports the same. |

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| **3. Duties & Responsibilities** |
| * 1. Assists the division manager in formulating and implementing the developed guidelines, procedures, and standards for activities of the division.   2. Plan, organize, direct and control resources to efficiently administer CORE Banking system,   3. Installing, updating, patching and maintain all operational systems and apply required configuration based on system vendors.   4. Handle role definition and user management needs of the company   5. Implements and monitors the IT policy and procedures   6. Efficiently utilize the allocated budget.   7. Plans, organizes, coordinates and supervises the activities of the officers   8. Ensure that Daily COB (Close of Business), EOM and EOY activities are performed across all Core Banking platforms as per the documented procedures.   9. Solving the problems that may arises on performing COB, EOM and EOY   10. Ensures the uptime and availability of the core banking application.   11. Develops, implements disaster recovery archiving procedures for the critical core banking system;   12. Conducting diagnostic tests and evaluating performance metrics.   13. Resolve critical application related issues escalated from second level support groups   14. Prioritize user support requests based on the urgency, necessity and impact   15. Giving on Job training to other officers.   16. Managing the changes made on the core banking system (like patch updates, the applied scripts….)   17. Prepares and submits periodic performance reports to the supervisor   18. Performs other tasks as assigned. |

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| **4. Job Specification** | |
| 4.1 Education | * BSc/MSc in Information Technology, Computer Science, Computer Information System, Information Science, Software Engineering, or any related discipline from a reputable university. |
| 4.2 Experience | * 6/4 years of relevant work experience of which 2 years of experience in senior positions |
| 4.3 Technical Competencies | * Oracle database, Linux and core banking system knowledge * Good knowledge on Enterprise application servers, jBoss EAP, IBM WAS, etc * Proven experience in supporting a core banking application * Good knowledge of Core Banking System * Practical proven experience in support and troubleshooting of core banking systems, * Good understanding of overall Core Banking System architecture and working mechanism. * Knowledge in principles of accounting is preferable |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Senior , Core Banking System officer |
| 1.2 Division | Core Banking System Support |

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| **2. Job Summary** |
| * The Senior Core Banking System officer, under the general supervision of the manager and principal, administers the core banking system. He/she is responsible for monitoring the system daily bases. Makes sure issues raised by end users are resolved timely. He/she is also responsible to provide reliable and timely support. |

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| **3. Duties & Responsibilities** |
| * 1. Actively involve and direct the proper planning, organizing, directing, implementing and controlling the functions of the core banking system.   2. Plan, organize, direct and control resources to efficiently administer CORE Banking system,   3. Makes sure the critical application of the Bank CORE banking system is up and running   4. Tune the core banking system server for best performance   5. Solve problems of COB crush and other related problems that may come up   6. Update patches and upgrades as required   7. Create and maintain new core banking system test and/or development environments for testing purpose   8. Analyses system logs and identify potential issues   9. Conducting diagnostic tests and evaluating performance metrics.   10. Resolve critical application related issues escalated from first level support groups   11. Document processes and complying with best practices in core banking management.   12. Performs other tasks as assigned. |

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| **4. Job Specification** | |
| 4.1 Education | * BSc/MSc in Information Technology, Computer Science, Computer Information System, Information Science, Software Engineering, or any related discipline from a reputable university. |
| 4.2 Experience | * 5/2 years of relevant work experience of which 2 years of experience in officer positions |
| 4.3 Technical Competencies | * Good knowledge of Core Banking System * Good knowledge on linux and enterprise application servers like jboss EAP and IBM WAS * Good experience in support and troubleshooting of core banking systems, * Good understanding of overall Core Banking System architecture and working mechanism. * Knowledge in principles of accounting is preferable |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Core Banking System officer |
| 1.2 Division | Core Banking System Support |

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| **2. Job Summary** |
| The Core Banking System officer, under the general supervision, monitors daily activities relating to USER ID creation/ modification/ deletion, password resets, general support for security access questions and settings. He/she is responsible for monitoring the system daily bases. Handles the COB managements. Provides first level support to all users of the Bank. |

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| **3. Duties & Responsibilities** |
| * 1. Makes sure the critical application system of the bank that is CORE banking system is up and running   2. Monitoring the core banking system timely   3. Run COBs and escalates problems of COB crush and other system related problems if any   4. Give, Take, Restrict and Monitor User Access Privilege.   5. Following the cases logged on BMC   6. Assist end users on system usage difficulty.   7. Monitor system logs and identify potential issues and timely escalates if there are any issues   8. Participate in creation of test or development environments   9. Participate on Update patches and upgrades as required   10. Participate in installing, updating, patching and maintain all operational systems and apply required configuration based on system vendors.   11. Participate in designing & implementing enquiry, screens and report requested by users in the core banking system   12. Performs other activities as directed by his/her seniors. |

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| **4. Job Specification** | |
| 4.1 Education | * BSc/MSc in Information Technology, Computer Science, Computer Information System, Information Science, Software Engineering, or any related discipline from a reputable university. |
| 4.2 Experience | * 3/1 years of relevant work experience of which 2 years of experience in associate officer positions |
| 4.3 Technical Competencies | * Good knowledge of Core Banking System * Good understanding of linux and enterprise application servers * Good experience in support and troubleshooting of core banking systems, * Knowledge in principles of accounting is preferable |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Associate , Core Banking System officer |
| 1.2 Division | Core Banking System Support |

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| **2. Job Summary** |
| The Associate, Core Banking System officer, under the general supervision, monitors daily activities relating to USER ID creation/ modification/ deletion, password resets, general support for security access questions and settings. Handles the COB managements. Provides first level support to all users of the Bank. |

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| **3. Duties & Responsibilities** |
| * 1. Makes sure the critical application system of the bank that is CORE banking system is up and running   2. Following the cases logged on BMC (IT support management system)   3. Run COBs and escalates problems of COB crush and other system related problems if any   4. Give, Take, Restrict and Monitor User Access Privilege.   5. Assist end users on system usage difficulty.   6. Monitor system logs and identify potential issues and timely escalates if there are any issues   7. Participate in creation of test or development environments   8. Participate in installing, updating, patching and maintain all operational systems and apply required configuration based on system vendors.   9. Participate in designing & implementing enquiry, screens and report requested by users in the core banking system   10. Performs other activities as directed by his/her seniors. |

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| **4. Job Specification** | |
| 4.1 Education | * BSc/MSc in Information Technology, Computer Science, Computer Information System, Information Science, Software Engineering, or any related discipline from a reputable university. |
| 4.2 Experience | * 2/0 years of relevant work experience |
| 4.3 Technical Competencies | * Knowledge in core banking system is preferable * Ability to give support and troubleshooting in any applications |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Junior , Core Banking System officer |
| 1.2 Division | Core Banking System Support |

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| **2. Job Summary** |
| The Junior, Core Banking System officer, under the general supervision, monitors daily activities relating to USER ID creation/ modification/ deletion, password resets, general support for security access questions and settings. Handles the COB managements. Provides first level support to all users of the Bank. |

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| **3. Duties & Responsibilities** |
| * 1. Makes sure the critical application system of the bank that is CORE banking system is up and running   2. Run COBs and escalates problems of COB crush and other system related problems if any   3. Give, Take, Restrict and Monitor User Access Privilege.   4. Following the cases logged on BMC   5. Assist end users on system usage difficulty.   6. Monitor system logs and identify potential issues and timely escalates if there are any issues   7. Participate in creation of test or development environments   8. Participate in installing, updating, patching and maintain all operational systems and apply required configuration based on system vendors.   9. Participate in designing & implementing enquiry, screens and report requested by users in the core banking system   10. Performs other activities as directed by his/her seniors. |

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| **4. Job Specification** | |
| 4.1 Education | * Bachelor’s Degree in Information Technology, Computer Science, Computer Information System, Information Science, Software Engineering, or any related discipline from a reputable university. |
| 4.2 Experience | * 0 years of work experience |

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| 1. General | |
| 1.1 Job Title: | Manager, Software Development and Support |
| 1.2 Division | **Software Development and Support Division** |

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| **2. Job Summary** |
| Manage Business Application Development Unit. Provide input to IT strategy, divisional goals and objectives. Ensure the development, maintenance and customization of various business applications, IT solutions and software to support the Bank’s various software developments. Develop technical standards, templates and guidelines. Devise plans and ensure the implementation of the work plans. He/she will lead a team of software developers and support professionals, ensuring the successful delivery of high-quality software solutions and effective resolution of technical issues. |

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| **2. Job Summary** |
| Manage Business Application Development Unit. Provide input to IT strategy, divisional goals and objectives. Ensure the development, maintenance and customization of various business applications, IT solutions and software to support the Bank’s various software developments. Develop technical standards, templates and guidelines. Devise plans and ensure the implementation of the work plans. |

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| **3. Duties & Responsibilities** |
| * 1. Assists the department’s director in formulating and implementing guidelines, procedures, and standards ,that are developed based on the bank’s IT policy, for activities of the department relating to Software development   2. Plan, organize, direct and control the activities of the Unit;   3. Manage the preparation and consolidation of the Unit’s annual plan and budget as per the Banks’s policies and procedures manuals;   4. Oversee the end-to-end software development lifecycle, including requirements gathering, design, coding, testing, and deployment. Ensure adherence to coding standards, best practices, and quality assurance processes to deliver robust and scalable software solutions.   5. Work closely with business units and business users to have a good understanding of non-functional and functional requirements;   6. Refine user requirements from business users and design logic to be implemented in upgrading the systems and develop application logic using programming language;   7. Design overall  application architecture and business application database;   8. Manage IT projects from initiation to full implementation;   9. Provide leadership and guidance to coach, motivate, and lead team members to their optimum performance levels and career development;   10. Tests applications, gives application support and fixes application Bugs and ensure consistent adherence to project life cycle methods and processes;   11. Identify opportunities for process improvements in software development and support activities. Implement measures to enhance productivity, code quality, and customer satisfaction.   12. Manage evaluation performances of the Unit’s staff based on HR policy of the Bank;   13. Performs other tasks as assigned. |

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| **4. Job Specification** | |
| 4.1 Education | * MSc/BSc in Computer Science, Software Engineering Information System or other related fields. |
| 4.2 Experience | * 6/8  years of work experience in software development industry out of which 2 years of experience in managing and supervising software development team * Experience in programming with C#, JavaScript, Asp.net, Java, React Js, Angular, .Net ,and database (SQL/NoSQL) systems * Experience working with Agile development technologies |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Principal Software Development Officer |
| 1.2 Division | Software Development and Support Division |

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| **2. Job Summary** |
| The purpose of this job is to design, develop, maintain, and enhance new or existing applications; to ensure effective and efficient web and windows based software development, system support, and troubleshooting of enterprise solutions with high availability and high-performance requirements; to provide tier III advanced technical support for business applications developed. |

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| **2. Job Summary** |
| The purpose of this job is to design, develop, maintain, and enhance new or existing applications; to ensure effective and efficient web and windows based software development, system support, and troubleshooting of enterprise solutions with high availability and high-performance requirements; to provide tier advanced technical support for business applications developed. |

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| **3. Duties & Responsibilities** |
| * 1. Assigning tasks to junior developers such as coding, testing, debugging, and analysis.   2. Writing advanced programming code.   3. Writes documentation to provide user support for programs and for production/operating procedures;   4. Researches, designs, and develops prototypes specific to selected products and technologies to demonstrate utility, productivity enhancements, and cost savings;   5. Managing project timelines and tasks.   6. Writing development reports.   7. Train and coach junior developers   8. Creating technical documents for new software programs   9. Works with business users to elicit business requirements based on project schedule;   10. . Evaluate produced assessment report to introduce best practice ideas, methods and processes.   11. Performs other duties assigned by the immediate supervisor   12. Ensure that the necessary software related support and enhancements are provided to all developed applications   13. Performs other tasks as assigned |

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| **4. Job Specification** | |
| 4.1 Education | * MSc\BSc in Computer Science, Software Engineering, Information System or another related field. |
| 4.2 Experience | * 5/7 years relevant IT-related experience out of which 4 years of software development experience. * Experience in programming with C#, JavaScript, Asp.net, Java, React Js, Angular, .Net, and database (SQL/NoSQL) systems |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Senior Software Development Officer |
| 1.2 Division | Core Banking and Business Automation Department |

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| **2. Job Summary** |
| The purpose of this job is to design, develop, maintain, and enhance new or existing applications; to ensure effective and efficient web and windows based software development, system support, and troubleshooting of enterprise solutions with high availability and high-performance requirements; to provide tier III advanced technical support for business applications developed. |

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| **3. Duties & Responsibilities** |
| * 1. Assigning tasks to junior developers such as coding, testing, debugging, and analysis.   2. Writing advanced programming code.   3. Writes documentation to provide user support for programs and for production/operating procedures;   4. Researches, designs, and develops prototypes specific to selected products and technologies to demonstrate utility, productivity enhancements, and cost savings;   5. Reviewing updated software systems   6. . Managing project timelines and tasks.   7. Writing development reports.   8. Train and coach junior developers   9. Creating technical documents for new software programs   10. Works with business users to elicit business requirements based on project schedule;   11. Evaluate produced assessment report to introduce best practice ideas, methods and processes.   12. Performs other duties assigned by the immediate supervisor   13. Ensure that the necessary software related support and enhancements are provided to all developed applications   14. Performs other tasks as assigned |

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| **4. Job Specification** | |
| 4.1 Education | MSc\BSc in Computer Science, Software Engineering, Information System or another related field. |
| 4.2 Experience | * 3/6 years relevant IT-related experience out of which 3 years of software development experience. * Experience in programming with C#, JavaScript, Asp.net, Java, React Js, Angular, .Net, and database (SQL/NoSQL) systems |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Associate Software Development Officer |
| 1.2 Division | Software Development and Support Division |

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| **2. Job Summary** |
| The purpose of the job is to design, develop, maintain and enhance new or existing non business applications; to perform the daily data software development activities, to contribute in the design and development of business application software; to ensure effective and efficient web and windows based software development, system support and troubleshooting of enterprise solutions with high availability and high performance requirements; to provide tier I technical support for business applications developed. |

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| **3. Duties & Responsibilities** |
| * 1. Gathers and refines user requirements from business users, produce requirements, designs documents   2. Designs corporate business applications, develops applications logic using programming language and unit test the application;   3. Gives application support, fixes application bugs, and maintains existing applications;   4. Participates in in minor code development on business applications software as well as in the design, development;   5. Provides Tier I support as directed by the division manager, proactively communicates progress, issues and risks on assigned tasks;   6. Produces software documentations and learns key components of the software;   7. Generates various reports as required;   8. Performs other duties as assigned by immediate supervisor |

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| **4. Job Specification** | |
| 4.1 Education | * BSc Degree in Computer Science, Software Engineering, Information System or other related field; |
| 4.2 Experience | * 2 years relevant IT related Experience out of which 1 years on software development * Experience in programming with C#, JavaScript, Asp.net, Java, React Js, Angular, .Net, and database (SQL/NoSQL) systems |

**Job Description**

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| 1. General | |
| 1.1 Job Title: | Junior Software Development Officer |
| 1.2 Division | Software Development and Support Division |

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| **2. Job Summary** |
| The purpose of the job is to participate in and assist the design, development, maintenance and enhancement of new or existing business applications; to provide tier I technical support for business applications developed. |

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| **3. Duties & Responsibilities** |
| * 1. Fix and debug software bugs   2. Enhance existing applications   3. Writes reports regarding the state of software under development   4. Conduct development tasks   5. Monitors the performance of internal systems   6. Analyzes user needs and software requirements   7. Deploy developed applications on staging and production environment   8. Perform additional tasks as assigned by immediate supervisor |

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| **4. Job Specification** | |
| 4.1 Education | * Bachelor’s degree in Computer Science, Computer Engineering, Information System, Information Science, Software Engineering, Electrical Engineering or related field |
| 4.2 Experience | * One year experience in software development * Knowledge of programming languages like c++, java, java script * Knowledge of databases and SQL/NoSQL |