

VACANCY



Job Title: IT APPLICATION SUPPORT OFFICER
Reporting to: IT APPLICATION ADMINISTRATOR

Job Summary

Coordinate and monitor the maintenance of the banks information systems including Incident handling, Systems operations, Systems monitoring and reporting, Configuration Management and provide the interaction between staff and technology, and to foster the enhancement of business processes through technology in line with the Bank business plan and ICT policy.

Major Duties and Responsibilities	Minimum Education Qualification
<ul style="list-style-type: none">• Coordinating the Installation, configuration, upgrading and updating of software and work with the team to help implement Internal Systems.• Overseeing and coordinating preventive maintenance, troubleshooting and checks of systems, databases and software to achieve peak productivity and performance.• Coordinating monitoring of servers and applications for errors and performance problems and fixing in time.• Providing innovative, workable solutions to a wide range of technical and user problems in line with interdepartmental Service Level Agreements.• Maintaining user access rights for the banking systems in line with the ICT policies and procedures.• Index, expand, purge and archive data to improve system performance in line with ICT policy and procedures.• Monitor error logs and system resources and make expansion plans in line with ICT procedures.• Install hardware and software systems for the bank in line with ICT guidelines.• Test the effectiveness of the security safeguards in place and prepare and test the IT disaster recovery plan (DRP) in line with the IT security policy.• Draw up a Business Impact Analysis (BIA) for IT systems and carryout an IT system Risk Assessment and produce a report for management.• Completion of EOD operations in time and generating Reports accurately.• Ensure Proper DR and conduct necessary end to end live tests quarterly and submit the results as required by your ICT Policy	<p>BSc. in Computer Science / Information Technology or Degree in any field plus post-graduate qualification in IT/Computer Science</p>
	Work Experience
	<p>Minimum of 3 years demonstrated experience in IT systems administration.</p>
<th data-bbox="914 1171 1528 1220">Key Required Skills</th>	Key Required Skills
<ul style="list-style-type: none">• Knowledge of the operating systems used in the bank• Knowledge of the network design• Knowledge of the minimum space required for the system to run• Understanding of Back up and data recovery procedures• Knowledge of procedure for installation and configuration of data bases• Understanding of System development cycles• Demonstrated good customer service orientation• Good communication skills• Ability to quickly troubleshoot and resolve/escalate issues as required	

All interested candidates who meet the criteria indicated above are requested to send their applications, and updated Curriculum Vitae to the following email: recruit@orient-bank.com

Deadline is Wednesday 3rd March, 2021 at 5:00pm

Note: Only shortlisted candidates will be contacted