

Exciting Career Opportunities

Designation:	Country Manager - Core Banking Applications and Support
Reporting Line:	Country Head - Information Technology
Business Unit:	Core Banking Application
Location:	Lusaka
Job Purpose	To plan, design and manage all the corporate system applications and ensure that the same perform optimally and are maintained well and securely so as to offer effective application support services to end users bank wide
Key Outputs & Responsibilities	
Production and application stability	
<ul style="list-style-type: none"> Maintains and administers all the corporate applications like the core banking application, Accounting software, the intranet, document management system to ensure stable IT platform with minimised unplanned downtime. Implement control monitoring mechanisms for all applications and related IT infrastructure for optimal application availability and performance. Maintain close oversight of regular housekeeping processes to ensure prompt, proactive management and resolution of IT service issues Resolve revenue generating queries coming into the production environment from the business channels to ensure Stakeholder satisfaction with the accuracy, timeliness and relevance of reports. 	
System Availability	
<ul style="list-style-type: none"> Organize recovery from system failures and communicate with impacted constituencies to ensure that there is minimum disruption to the business. Implement control monitoring mechanisms for all applications and related IT infrastructure for optimal application availability and performance Work with business units to achieve the best approach to customer propositions as they work with various vendors to develop solutions that improve customer experience. 	
Internal Consulting and Training	
<ul style="list-style-type: none"> Maintain awareness of vendor agreements and advise the Country Head of IT of breaches of service views on new products and vendor performance from a production support perspective training to ensure satisfactory audits. 	
Adherence to IT Governance, Risk and Compliance Standards	
<ul style="list-style-type: none"> Participate in checking and vetting logical access management to ensure business users have appropriate levels of access and that system rights are automatically modified when people move or leave. 	
Driving service management disciplines	
<ul style="list-style-type: none"> Oversee the execution of the implementation of ITIL service management disciplines to reduce customer complaints that are system related Implementation of external and internal SLA's to ensure timely resolution for incidences and change requests. 	
Stakeholder Relationship Management	
<ul style="list-style-type: none"> Engage with internal and external stakeholders to sure that the correct information is communicated between interested participants Monitor outsourced partners' adherence to SLA requirements to ensure smooth workflows 	
Team Leadership, Management and Mentoring	
<ul style="list-style-type: none"> Effective teamwork, self-management to promote a co-operative climate in working with others Exhibit strong team leadership, management and mentoring to ensure productivity benchmarks are met in line with KPIs Ability to lead a team of application developers to integrate and produce new services as demanded by the business. 	
Experience & Qualifications	
<ul style="list-style-type: none"> Grade 12 School Certificate with 5 credits, English and Mathematics inclusive. Degree in Computer Science or relevant IT Degree. Oracle or Flexcube Certification would be advantageous. 5+ years' experience across the banking business units. Relevant business degree. Competent in Database Systems - Oracle, MySQL, MS SQL etc. Competency in Flexcube Core Banking Systems or any corebanking system. Good Knowledge of application development methodologies. Proficiency in MS Office applications. 	

Interested Applicants who meet the job requirements should e-mail their CV's to jobs-zm@bancabc.com. Only shortlisted candidates will be contacted. For detailed information on the jobs, visit our website at www.atlasmarazambia.com. Be sure to include the job applied for in the subject field. **Closing date: Monday, 4th October, 2021.**

Reshaping African Banking