

Exciting Career Opportunities

Designation:	IT Digital Channels Specialist
Reporting Line:	Team Lead ATM & POS
Business Unit:	IT Department
Location:	Lusaka
Job Purpose To provide application support for ATM's and POS.	
Key Responsibilities for this role include but not limited to the following	
Application Support <ul style="list-style-type: none"> • Manage the provision of first level technical support to resolve card and ATM banking system issues, either by resolving issues or escalating to vendor(s). • Perform configurations, installations and testing of ATM's and POS from a maintenance perspective. • Liaise with vendors on installations. • Run start of day processes to ensure all ATM and POS systems are working. • Manage assets by ensuring all IT assets are recorded; where assets are needing to be replaced, follow established asset management processes. • Ensure efficient system and process integration. • Log changes with central IT and consult them for reference and guidance. 	
Operational <ul style="list-style-type: none"> • Ensure SLA's are in place with relevant vendors and monitor and manage adherence thereto (e.g. for spares). • Manage payments and costs. • Manage procurement processes for all purchases. • Maintain awareness of vendor agreements and advise Head of Run the Bank of breaches of application and vendor performance from a production support perspective. • Maintain awareness of the control framework and ensure ongoing adherence to regulatory, internal policy and process standards. • Encourage risk awareness by providing ongoing face-to-face training where appropriate. 	
Stakeholder engagement <ul style="list-style-type: none"> • Engage the Head of RTB on audit exceptions, change management and all issues involving RTB and why SLA expectations were not met. • Engage central IT to resolve server issues. 	
Governance and Oversight: Reporting <ul style="list-style-type: none"> • Provide ongoing levels of reporting (daily, weekly, monthly and/or quarterly) on ATM and POS applications, for example, costs, business volumes, change and release management, incident and problem management, disaster recovery and business continuity management and capacity planning. • Create scheduled and ad hoc reports in line with user requests. 	
Experience & Qualifications <ul style="list-style-type: none"> • Grade 12 School Certificate with 5 credits including English and Mathematics. • Relevant degree in IT and/or Business. • 5+ years' Business and IT experience. • Prior banking experience is an added advantage. 	

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, 22nd August, 2022.**