



PostBank

VACANCY NOTICE

PostBank is a Commercial Bank that is committed to fostering prosperity for Ugandans. The bank is growing and giving opportunity for its employees and the public. PostBank is in need of a competent and achievement driven professional to fill up the below role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: APPLICATIONS SUPPORT OFFICERS (02)

REPORTS TO: MANAGER BUSINESS APPLICATIONS

JOB PURPOSE

- The job holder will be responsible for the proactive identification, isolation, and resolution of issues in the Business applications space.
- The incumbent will ensure platforms' uptime and services availability, attend to customer trouble tickets escalated from front end teams within SLA and ensure efficient Operations & Maintenance of the Business Applications.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Monitor IT Applications uptime and performance through monitoring tools, alerts, dashboards etc
- Analysis and resolution of application-related issues which have been escalated from bank Level 2 support team during operations and maintain proper documentation/logs for resolution provided.
- Co-ordinate with Application Vendors support in case of product bug/enhancement requirement and follow up with the vendor for early resolution and solution.
- Owning all Application related calls, problems and incidents assigned in the IT service desk system to carry out problem investigation and analysis, follow-up with the respective teams and update the status with issue resolution and follow-up for closure.
- Schedule, plan and execute the installation and testing of new products, upgrades, patches, or improvement to the applications.
- Gather system enhancement, data extract requests and reporting requirements from system users and work closely with the information technology team to develop detailed technical requirements and resulting specifications.
- Maintains Banking systems performance by performing proactive system capacity and availability monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelors in IT, Computer Science or Business, Software Engineering, Electrical Engineering, Telecommunications Engineering, and related fields.
- Certification in an IT related course is of added advantage.
- Practical training in IT related short courses.
- A minimum of 2 years' experience in IT department in a busy organization.
- Advanced knowledge in Unix/Linux operating systems
- In depth experience in SQL, and DBMs (Oracle, SQL Server, PostgreSQL, MySQL).
- In depth experience in Windows Operating systems
- Programming experience (Python, C#, PHP, JS, Java etc.).
- Ability to troubleshoot and solve user problems.
- Scripting knowledge.

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief Human Resources Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Tuesday 10th September 2024 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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