



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 OFFICER

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 platform uptime and service availability. They will also attend to customer trouble tickets escalated from front-end teams within the SLA and ensure efficient operations and maintenance of business applications.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Monitor IT Applications uptime and performance through monitoring tools, alerts, dashboards etc.
- Analyze and resolve application-related issues escalated from the bank's Level 2 support team during operations and maintain proper documentation/logs for resolution provided.
- Co-ordinate with application vendors' support in case of product bugs/enhancements and follow up for early resolution.
- 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.
- Maintain the performance of banking systems by proactively monitoring system capacity and availability, analyzing performance, tuning systems for optimal performance, troubleshooting network issues, and escalating problems to the vendor when necessary.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, deliver outstanding results and make a positive impact for our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seek new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- A Bachelor's degree in IT, Computer Science, Business, Software Engineering, Electrical Engineering, Telecommunications Engineering, or a related field.
- Certification in an IT related course is an added advantage.
- Practical training in IT-related short courses.
- A minimum of 2 years' experience in the IT department.
- 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.
- Knowledge on Finacle is an added advantage.

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 People & Strategy Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Tuesday 22nd April 2025 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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