



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 (RE ADVERTISED)

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

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Monitor IT applications' uptime and performance through monitoring tools, alerts, dashboards, etc.
- Analyze and resolve application-related issues which have been escalated from the bank Level 2 support team during operations and maintain proper documentation/logs for the resolution provided.
- Coordinate with application vendor support in case of product bug/enhancement requirement and follow up with the vendor for early resolution and solution.
- Own all application-related calls, problems, and incidents assigned in the IT service desk system; carry out problem investigation and analysis, follow up with the respective teams, and update the status with issue resolution 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 banking systems performance by performing proactive system capacity and availability monitoring and analysis, performance tuning, troubleshooting network problems, and escalating problems to the vendor.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Upholds honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embraces creativity and forward-thinking, continually seeking 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, and related fields.
- 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 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.
- 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: **Friday 22nd August 2025 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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