

## **Job Title : Assistant Manager, Core Banking and Applications Support**

### **OVERALL PURPOSE:**

- ◆ Support Core banking system and other applications related and work closely with business users, IT helpdesk, examine day to day issues confronted by business users and provide consultancy in resolving them. Also act as a most important first level support for troubleshooting application related issues.
- ◆ Work with Business analysts in analysing user requirements and liaise with relevant vendors in providing appropriate solutions. Multiple vendor management and negotiations on enhancements are carried out very frequently.
- ◆ Oversee subordinate staff and provide planning.

### **RESPONSIBILITIES:**

#### ***Main Responsibilities:***

- ◆ Install, configure and troubleshoot on Core banking system
- ◆ To ensure EOD/EOM and EOY are smoothly execute and ready for next working day
- ◆ Provide high quality, support services on applications mentioned above
- ◆ Ensure and maintain accuracy of bank's financial data
- ◆ Identify and recommend appropriate IT solutions in improving internal processes
- ◆ Undertake training to educate user community on business applications
- ◆ System Capacity Planning and user inventory control
- ◆ Manage and oversee the core banking system of the bank
- ◆ Ensure that the core banking system is properly configured and maintained in accordance with industry best practices
- ◆ Ensure that all updates and upgrades to the core banking system are implemented in a timely and effective manner
- ◆ Monitor the core banking system for issues and ensure that any issues are resolved in a timely and effective manner
- ◆ Develop and implement policies and procedures related to the core banking system
- ◆ Provide guidance and support to staff members who work with the core banking system
- ◆ Build and maintain relationships with external vendors and partners as required
- ◆ Work with other members of the IT department to ensure that the core banking system is fully integrated with other systems within the bank
- ◆ Keep up to date with industry trends and developments related to core banking systems
- ◆ Oversee staff and subordinate to complete the task
- ◆ To work with third party vendor to resolve all the issue related which raised by the user

#### ***Others:***

- ◆ Other job assigned by Head of IT App & Data.



## QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor degree graduated in computer science.
- ◆ Good knowledge in SQL (PL/SQL is preferable), Oracle BI, C# and .NET.
- ◆ 4 years experiences in the field of Banking /Business application support, maintenance and development.
- ◆ Proven experience in managing core banking systems
- ◆ Strong knowledge of industry best practices relating to core banking systems
- ◆ Good leadership skills to mentor, oversee, and lead team members
- ◆ Good interpersonal skills to interact with business users, vendors, management, and team members
- ◆ Excellent analytical and communication skills,
- ◆ Excellent troubleshooting and problem-solving skills
- ◆ Ability to work independently and as part of a team
- ◆ Willingness to keep up to date with industry trends and developments related to core banking systems.
- ◆ Honesty, reliability, and a commitment to strict confidentiality.

Contact Info:

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