



Job Description

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Job Title Application Support Analyst	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry Banking

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 3 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Application Support Analyst is responsible for providing technical support and guidance to users and clients of various corporate software applications. The duties include installing, configuring, updating, and testing software applications; monitoring, diagnosing, and resolving application issues and errors; providing user training and documentation; communicating with developers, vendors, and other IT staff to coordinate fixes and enhancements; escalating complex or urgent issues to senior or specialized support staff; and documenting and reporting application performance, incidents, and feedback.

Responsibilities

- Maintaining the availability and reliability of applications to ensure that IT can effectively meet service targets in accordance with planned business objectives.
- Analyzing existing application availability issues and problems to determine ways to improve availability at acceptable cost levels.
- Determine availability requirements for new applications or enhancements to existing applications.
- Manage the implementation, maintenance, and enhancement of all Applications systems
- Provide a range of application availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis
- Successfully facilitate delivery of changes to reports needed by the business and ensure that reports and their dependencies are made available for the business.
- Provide holistic support for application availability to Business Users
- Take actions to achieve reductions in frequency and duration of incidents that impact application availability
- Ensure shortfalls in application availability are recognized and appropriate corrective actions are identified and progressed
- Create and maintain a forward-looking availability plan aimed at improving the overall availability of IT services and infrastructure components to ensure that existing and future availability requirements can be met.
- Take action on agreed appropriate actions with Line Management to maintain or improve application availability levels • Initiate and coordinate actions required to maintain or improve availability of applications
- Act as a coordination point for changes to applications when needed.
- Maintain an awareness of technology advancements and best practices that support application availability.
- Ensure that proper testing occurs for all Application changes released into the production environments as assigned to you by Line Management.
- Single point of contact for one or more business units to represent IT Application services.

Education & Qualifications

- Advanced Diploma or University degree in relevant field • BSc., BSc (Eng.) or BSc (Computers/IT) (Preferred).
- Relevant IT certifications, such as ITIL, CompTIA Certifications, Oracle Certified Professional (OCP) or Microsoft Certified Database Administrator (MCDBA).

Requirements

- 3 years + experience in IT application support field preferably in the banking and financial industry.
- A well-rounded understanding of technology, operations, and business processes.
- Strong understanding on Digital Banking Platforms (Internet Banking, Mobile Banking, Agency Banking, etc..)

Characteristics

- Required knowledge, skills and abilities
- Leadership capability
- Change Management
- Project management
- Financial management
- Risk management
- Commercial awareness
- Business consulting acumen and management
- Africa Technology expertise application

Driving Licence

Not Required

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