

# **Job Description**

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Job Location Category

IT Application Analyst Dar es Salaam

Job TypeJob levelIndustryFull TimeIntermediateBanking

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

- IT & Network Administration: 3 Years

Certificate Qualification

IT & Network Systems -

## **Summary**

To provide effective and efficient first level support operations for the following Hardware/Technology and Applications with their related interfaces: T24 (CBS); Check Point; Credit Quest; ATM; CDM, on line Cheque scan, NOBS branch offline, M-PAWA, mobile banking and internet banking.

### Responsibilities

- · Diligently analyse, investigate and resolve production incidents in a professional and timely manner
- · Design and implement new functionality and enhancements based on the logged user change requests
- · Proactively collaborate with team members and business units to find the best solutions for complex technical issues
- Planning and organising to effectively structure work assignments for timely delivery on business information and intelligence assignments.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support
  performance and customer-service oriented culture.
- Technical skills to effectively perform system administration, systems analysis, business needs analysis, troubleshooting and deliver structured solutions in a manner that consistently produces a high quality of service.
- Contribute to the maintenance of the product and bring fresh ideas to the table
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.

## **Education & Qualifications**

#### Academic:

A Bachelor's degree (or Advanced Diploma) in Computer Science, Information Technology, Software Engineering or related field.

#### Professional:

- Professional qualifications in IT e.g. Oracle, Unix/Linux/Windows, other relevant professional qualifications in IT field would be added advantage.
- Project Management certification and experience is preferred e.g. PRINCE2, PMP

## Requirements

- Minimum 3 years working experience in IT in implementing and supporting Bank Applications
- Good knowledge of Temenos T24 Core Banking System, Check point, Credit Quest; on line Cheque scan, NOBS branch
  offline

- T24 Development experience including Menu, Version, Enquiries and Batch set-up
- Working experience with T24 Live Support and Development
- Experienced in Unix/Linux/Windows Server.
- Experience with JBOSS or similar application servers
- Knowledge of Shell scripting and SQL scripting
- At least four years' experience in supporting IT systems in general.
- Proven experience in systems analysis, design, implementation and support.
- Proven knowledge of banking operations, operations in business units and business impact analysis.
- Thorough knowledge of the Bank's core systems
- Good understanding of overall T24 architecture and working mechanism.
- · Management of Third party support providers.

# **Reporting To**

Manager, IT Applications

# **Driving Licence**

Not Required

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