

“The Nation’s Bank”, **National Bank of Pakistan** aims to support the financial well-being of the Nation along with enabling sustainable growth and inclusive development through its wide local and international network of branches. Being one of the leading and largest banks of Pakistan, National Bank of Pakistan is contributing significantly towards socioeconomic growth in the country with an objective to transform the institution into a future-fit, agile and sustainable Bank.

In line with our strategy, the Bank is looking for talented, dedicated and experienced professional(s) for the following position in the area of **Information Technology** based in **Karachi**.

The individuals who fulfill the below basic-eligibility criteria may apply for the following position:

<b>02</b>	<b>Position / Job Title</b>	<b>CRM Technical Support Officer (OG-II / OG-I)</b>
	<b>Reporting to</b>	Unit Head – Call Centre & CRM
	<b>Educational / Professional Qualification</b>	<ul style="list-style-type: none"> <li>• Minimum Bachelor’s degree in IT / Computer Science / Engineering or equivalent from a local or international university / college / institute recognized by the HEC</li> <li>• Candidates having a Master’s degree in IT / Computer Science / Engineering or equivalent and / or relevant certification(s) will be preferred</li> </ul>
	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 03 years of experience of support / troubleshooting in Call Centre and / or Customer Relationship Management and / or ADC Application, preferably in bank(s)</li> </ul>
	<b>Other Skills / Expertise / Knowledge Required</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of Call Centre, IP Telephony, CRM application, and UAN / Call Centre</li> <li>• Knowledge of Alternate Delivery Channels / applications</li> <li>• Basic knowledge of Database and Middle ware integration</li> <li>• Ability to share relevant technical and / or industry knowledge and expertise with team members</li> <li>• Excellent analytical, decision-making, and problem-solving skills</li> <li>• Ability to effectively communicate, both verbally and in writing, with technical and non-technical audiences across different levels within the Bank, including executives, management, and individual contributors</li> <li>• Proficient in MS Office suite (Outlook, Excel, Word, and PowerPoint)</li> </ul>
	<b>Outline of Main Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• To manage operations and provide day-to-day support to call centre application issues and manage enhancements in CRM application on 24/7 basis</li> <li>• To coordinate with vendors and stakeholders for testing, assist in System Integration Testing (SIT), User Acceptance Testing (UAT) and manage changes</li> <li>• To build and maintain expertise of customer interaction, voice response systems, voice networks, designing user interfaces, developing, and executing user acceptance test plans, planning and implementations of systems</li> <li>• To liaise with the call centre, CRM and CMS application vendors, supervisors, team leaders, operatives and third parties to gather information and resolve issues on timely basis</li> <li>• To perform any other assignment as assigned by the supervisor(s)</li> </ul>
	<b>Assessment Test / Interview(s)</b>	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).
	<b>Employment Type</b>	The employment will be on contractual basis, for three years which may be renewed on discretion of the Management. Selected candidates will be offered compensation package and other benefits as per Bank’s policy / rules.

Interested candidates may visit the website [www.sidathyder.com.pk/careers](http://www.sidathyder.com.pk/careers) and apply online within 10 working days from the date of publication of this advertisement as per given instructions.

Applications received after due date will not be considered in any case. No TA / DA will be admissible for test / interview.

**National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.**