

“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 **Digital Banking** based in **Karachi**.

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

03	Position / Job Title	Digital Banking Officer – Operational Support (OG-II / OG-I)
	Reporting to	Unit Head – Operations & Tools Support
	Educational / Professional Qualification	• Minimum Graduation in Computer Science / Information Technology / Software Engineering / Engineering or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan • Candidates having a Master’s degree in Computer Science / Software Engineering / Computer Information Systems / Engineering / Information Technology or related certification will be preferred
	Experience	• Minimum 02 years of experience in Banking and / or Financial Institution(s) and / or Telecom and / or Capital Markets and / or Fintech and / or Software House, out of which minimum 01 year of experience in IT Operational Support / Operations and / or Data Analysis • Candidate having experience in supporting data processes, including database management, report generation, or data entry / validation tasks would be preferred
	Other Skills / Expertise / Knowledge	• Understanding of ITIL / ITSM practices and experience with ticketing tools (ServiceNow or similar) • Working knowledge of SQL for troubleshooting and root-cause analysis • Ability to collaborate with cross-functional teams in incident handling and adherence to service levels • Working knowledge of Power BI and Tableau administration and user support
	Outline of Main Duties / Responsibilities	• To assist in implementing data governance policies and standards across departments • To support data quality, compliance, and stewardship initiatives to ensure accurate and reliable data • To maintain metadata, data catalogs, and documentation to improve data visibility and usability • To collaborate with IT, business, and compliance teams to align with governance principles and regulatory requirements • To prepare basic data governance reports and performance metrics for management tracking • To assist in training and awareness programs to promote a data stewardship culture within the organization • To provide L1/L2 support for BI and analytics platforms and tools • To log, track, and resolve incidents and service tickets within agreed SLAs • To monitor platform availability and performance, and escalate issues proactively • To administer user access and software licenses in coordination with IT security • To prepare SLA and service-performance reports for management • To maintain support documentation and runbooks • To assist in onboarding and training users on BI and analytics tools • To perform any other assignment as assigned by the supervisor(s)
	Assessment Test / Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).

Employment Type	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.
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Interested candidates may visit the website **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.