

“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:

04	Position / Job Title	IT Application Support Officer (OG-III / OG-II)
	Reporting to	Team Lead – IT Applications Support
	Educational / Professional Qualification	<ul style="list-style-type: none"> • Minimum Bachelor’s degree in IT / Computer Science / Engineering or equivalent and / or Graduation with a Master’s degree in IT / Computer Science or equivalent, from a local or international university / college / institute recognized by the HEC • Candidates having relevant certification(s) will be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 02 years of experience in the field of IT, out of which at least 01 year of experience in Applications support for IT applications, preferably in bank(s)
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Knowledge in providing 1st level technical support of IT application(s) at multiple platforms, especially in banking applications • Knowledge in compliance / trade / treasury / reconciliation / remittances / ADC / Name screening / Customer transactions monitoring applications’ technical support in banking / financial sector • Good expertise in analyzing issues of EOD / Batch Processes / File ingestion etc. and on other IT applications activities • Ability to work in rotational shifts to provide application support • Ability to read applications logs for troubleshooting and identification of root cause of business applications issues • Good expertise in providing technical & operational support to business end-users • Ability to understand SQL scripts for data extractions and updation • Good written and verbal communication skills and ability to work closely with the team(s)
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To provide seamless technical support and execute associated tasks for Applications, Interfaces & Portals while working closely under IT operations policies and SOPs • To collaborate with all stakeholders in pre & post processes of new applications implementations, including UAT processes, applications log analysis for troubleshooting of applications issues • To liaise with vendor(s) for applications related operational / technical support issues • To provide regular updates on all issues / incidents along with their resolutions, ensuring efficient investigation and resolution of incidents • To proactively coordinate with all stakeholders for collecting data or requirements based on IS Audit observations and ensure compliance with Audits • To provide support in creating user manuals and SOPs for applications and interfaces related to operational tasks, assignments and duties • To provide direct support to end users and serve as a liaison between internal and external teams • To liaise with relevant stakeholders to integrate IT operations policies and procedures within the Bank • 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.