

“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**.

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

01	Position / Job Title	IT Applications Support Analyst (OG-II / OG-I)
	Reporting to	- Unit Head – SAP Operations - Unit Head – Computer Operations
	Educational / Professional Qualification	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 of Pakistan
	Experience	Minimum 03 years of experience in the field of IT, out of which at least 01 year of experience in Support and Operations for IT Applications, preferably in bank(s)
	Other Skills / Expertise / Knowledge Required	- Expertise in providing 1st level technical and operational support of IT application(s) at multiple platforms - Good understanding of IT operational issues related to End of Day (EOD) / batch processes / file ingestion etc. and other IT operational activities - Good business understanding to give better day-to-day support to end user(s) - Good analytical skills to identify the root cause of business application issue(s) - Excellent written and verbal communication skills and ability to work closely with the team and other relevant teams
	Outline of Main Duties / Responsibilities	- To provide smooth operational support, associated operational tasks execution of back-office applications & interfaces, and closely work under IT operations policies and SOPs - To coordinate with all stakeholders in pre & post processes of new applications implementation - To liaise with vendor(s) for applications related to operational / technical issues - To maintain and provide regular updates on all issues / incidents along with their resolutions and to ensure investigations and resolution of incidents efficiently - To participate proactively and work in coordination with all stakeholders for collecting the data or requirement based on IS Audit observations and ensure compliance with the audits - To provide support in making user’s manual, SOPs of back-office applications & interfaces regarding operational tasks, assignments and duties - To participate in projects that are derived by the project management team, as and when required - To liaise with relevant stakeholders for integration of IT-operations policies & procedures within the Bank - To perform any other assignment as assigned by the supervisor(s)
	Place of Posting	Karachi
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.

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.