

“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:

| 03 | Position / Job Title                                 | Team Lead – Front-Office Applications Operations (OG-I / AVP)  |
|----|--|--|
|    | <b>Reporting to</b>                                  | Unit Head – Front-Office Applications Operations   |
|    | <b>Educational / Professional Qualification</b>      | <ul style="list-style-type: none"> <li>• 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</li> <li>• Candidates having relevant certification(s) will be preferred</li> </ul>  |
|    | <b>Experience</b>                                    | <ul style="list-style-type: none"> <li>• Minimum 04 years of experience in the field of IT, out of which at least 02 years of experience in IT Applications’ support and operations, preferably in bank(s)</li> </ul>  |
|    | <b>Other Skills / Expertise / Knowledge Required</b> | <ul style="list-style-type: none"> <li>• Expertise in providing 1st level technical and operational support of IT application(s) at multiple platforms, especially in Banking applications</li> <li>• Expertise in providing operational and technical support for applications of compliance / trade / treasury / reconciliation / remittances / ADC / Name screening / Customer transactions monitoring in banking / financial sector</li> <li>• Good expertise in analyzing issues of EOD / Batch Processes / File ingestion etc. and on other IT-operational activities</li> <li>• Ability to read applications logs for troubleshooting and identification of root cause of business application issues</li> <li>• Good expertise in providing technical &amp; operational support to business end-users</li> <li>• Ability to understand and write SQL scripts for data extractions and updation</li> <li>• Good written and verbal communication skills and ability to work closely with the team(s)</li> </ul>   |
|    | <b>Outline of Main Duties / Responsibilities</b>     | <ul style="list-style-type: none"> <li>• To provide seamless operational support and execute associated operational tasks for Front-Office Applications &amp; Interfaces while working closely under IT operations policies and SOPs</li> <li>• To coordinate with all stakeholders in pre &amp; post implementation processes of new applications</li> <li>• To liaise with vendors for application related operational / technical issues</li> <li>• To maintain and provide regular updates on all issues and incidents along with their resolutions and ensuring efficient investigation and resolution of incidents</li> <li>• To proactively coordinate with all stakeholders to collect data or requirements based on IS Audit observations and ensure compliance with Audits</li> <li>• To provide support in creating user manuals and SOPs for Front-Office applications &amp; Interfaces related to operational tasks, assignments and duties</li> <li>• To participate in projects and Change Requests (CRs) initiated by the Project Management team, as and when required</li> <li>• To liaise with relevant stakeholders to integrate IT policies and procedures</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.**