

“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:

03	Position / Job Title	Regional IT Support Officer (OG-II / OG-I)
	<b>Reporting to</b>	<ul style="list-style-type: none"> <li>• Regional Manager – Technology Operations and Support</li> <li>• Territory Head – RTOS</li> </ul>
	<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 of Pakistan</li> <li>• Candidates having relevant certification(s) will be preferred</li> </ul>
	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 03 years of experience in the field of IT, out of which at least 01 year in IT Desktop Support / User’s Complaint Management and / or Network Support, preferably in bank(s)</li> </ul>
	<b>Other Skills / Expertise / Knowledge Required</b>	<ul style="list-style-type: none"> <li>• Expertise in MS Windows 10 &amp; 11</li> <li>• Understanding of Active Directory and Domain Topology</li> <li>• Able to install and configure computer peripherals, like printers, scanners, biometric scanners devices, etc.</li> <li>• Basic knowledge of Desktop Network configuration / setup</li> <li>• Basic knowledge of IP classes, subnet, gateways, DNS, etc.</li> <li>• Basic knowledge of IT Applications and MS tools installed on desktops, including tools for troubleshooting</li> <li>• Good communication skills to coordinate with internal support teams for complaints / issues resolution</li> <li>• Ability to troubleshoot Desktop and Network issues</li> </ul>
	<b>Outline of Main Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• To install and configure Desktops / Laptops for end-users according to the organizational standards</li> <li>• To visit regional offices and branches in the region to provide support to the end-user(s)</li> <li>• To participate in the projects which require deployments and configuration at the branches and regional offices</li> <li>• To support branches in data extraction from archived systems</li> <li>• To visit branches for inspection of IT Infrastructure, including IT room, ATM vestibule and inventory</li> <li>• To coordinate with IT Support vendors for timely resolution of end user computer issues</li> <li>• To visit other regions to provide IT support to end users, if required by management</li> <li>• To ensure cyber security standards are complied &amp; applied in all processes and on the end users’ PCs</li> <li>• To perform any other assignment as assigned by the supervisor(s)</li> </ul>
	<b>Place of Posting</b>	Faisalabad, Hyderabad, Jhang, Karachi, Multan
	<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.**