

“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 | Regional Manager – Technology Operations and Support (OG-I / AVP) |
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| | Reporting to | Territory Head – Technology Operations & 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 of Pakistan • Candidates having relevant certification(s) will be preferred |
| | Experience | <ul style="list-style-type: none"> • Minimum 05 years of experience in the field of IT, out of which at least 02 years of experience in Applications Support and / or Core Banking Applications Operations and / or Desktop Support in a managerial / supervisory role, preferably in bank(s) |
| | Other Skills / Expertise / Knowledge Required | <ul style="list-style-type: none"> • Team management and guidance • Coordination with Business users and vendors • Expertise in MS Windows 10 & 11 • Understanding of Active Directory and Domain Topology • Able to install and configure computer peripherals, like, printers, scanners, biometric scanners devices, etc. • Knowledge of Desktop Network configuration / setup • Knowledge of IP classes, subnet, gateways, DNS, etc. • Knowledge of IT Applications and MS tools installed on desktops, including tools for troubleshooting • Good communication skills to coordinate with internal support teams for complaints / issues resolution • Ability to troubleshoot desktop and network issues |
| | Outline of Main Duties / Responsibilities | <ul style="list-style-type: none"> • To coordinate with branches and regional offices for issue resolution and assign tasks to subordinate staff accordingly • To ensure timely support and logistical arrangements for complaint resolution, and to maintain proper documentation of all requests and complaints from initiation to closure • To coordinate with ATM vendors for the resolution of ATM hardware, software and network-related issues • To ensure team members are adequately trained in providing technical and operational support for desktops, peripherals, networks (active / passive) and applications • To maintain team performance records for evaluating development areas and ensure equitable distribution of assignments among team members • To ensure compliance with the Bank’s policies, including Information Security and Code of Conduct • To conduct training sessions on Profile, Allied Applications and computer literacy for branches at the Staff College, as and when required • To ensure sufficient team availability with backups with required tools for efficient and timely support to the business • To support branches and regional offices in generating account statements and required data / reports from Core Banking Applications and legacy systems for provision to Law Enforcement Agencies (LEAs), in coordination with Head Office IT Operations • To maintain and regularly update inventory records of all IT equipment at branches and |

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| | <p>controlling offices within the region, including routers, switches, PCs, biometric devices and printers</p> <ul style="list-style-type: none"> • To maintain employee personnel records, including medical claims, TA / DA bills, Saturday duty records, branch visit claims, leave records and reconciliations • To provide comprehensive support in projects initiated by Head Office ITG, including both remote and on-site activities • To install, configure, and troubleshoot desktops, peripherals, networks (active / passive), applications and their client modules at branches and controlling offices • To prepare and submit periodic performance reports • To perform any other tasks as assigned by the supervisor(s) |
| Place of Posting | Faisalabad, Lahore |
| 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.