

“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	Senior Desktop Support Specialist (OG-I / AVP)
	Reporting to	Team Lead - Desktop Support Specialist
	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 • Candidates having relevant certification(s) will be preferred
	Experience	• Minimum 04 years of experience in IT infrastructure and / or IT operations, out of which at least 03 years of experience in IT Support, preferably in bank(s) • Candidates having experience of working in a financial and / or large-scale enterprise(s) would be preferred
	Other Skills / Expertise / Knowledge Required	• Good working knowledge in any of the following areas/domains • End-user software and hardware support • Systems Administration • IT Service Desk operations • IT Support and coordination • Good knowledge of Microsoft Windows 10, antivirus solutions, MS Office 365, desktops, laptops, thin clients, printers, scanners, LAN, Wi-Fi, and related technologies • Ability to work with IT Service Desk frameworks and associated technologies • Strong communication, coordination, customer service, and problem-solving skills
	Outline of Main Duties / Responsibilities	• To provide first-level technical support by handling incoming queries and requests from end-users via email, phone, or IT Service Desk tools in a professional manner, ensuring prompt and effective problem resolution • To manage 24/7 IT service desk operations and address all requests received through service desk tools, phone, or email in accordance with standard operating procedures (SOPs) • To effectively utilize and administer IT Service Management (ITSM) applications within the organization. • To ensure the service desk and support teams deliver excellent customer service in managing incident restoration and service request fulfillment • To install, configure, and troubleshoot end-user operating systems, application software, endpoint security products, and hardware devices such as scanners and printers • To provide remote assistance and troubleshooting support using tools such as MS Teams • To lead and direct team members, ensuring that Service Level Agreements (SLAs) are defined, implemented, and adhered to with relevant support teams • To perform initial assessment, triage, research, and resolution of basic incidents and requests related to application software or infrastructure components • To follow up on complex incidents to ensure resolution, request fulfillment, and completion of customer communication • To ensure accurate and complete information is collected from end-users for the resolution of incidents or fulfillment of requests • To establish and maintain strong working relationships with other support teams through constructive and regular communication • To ensure support inquiries and issues are resolved promptly, accurately, and

		professionally • To maintain records of all relevant documentation and contribute effectively to the improvement of operational procedures • To identify, track, and analyze issue trends, prepare management reports, and provide insights to enhance customer and end-user satisfaction • 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.