

“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	Unit Head - IT Applications Support (AVP / VP)
	Reporting to	Wing Head - Allied Applications 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 • Candidates having relevant certification(s) will be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 06 years of experience in the field of IT, out of which at least 03 years of experience in IT Applications Support, preferably in banking and / or financial institution(s) • Candidates having technical support experience of applications related to compliance / trade / treasury / reconciliation / remittances / ADC / Name screening in banking / financial sector will be preferred
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Ability to act as a bridge between applications support and business operations • Expertise in providing 1st level technical and operational support of IT application(s) at multiple platforms • Hands on experience to analyze issues of EOD / batch processes / file ingestion etc. and on other IT-operational activities • Ability to design and manage shift-based team and expertise to design roasters • Hands on experience to manage applications support team administratively and technically • Ability to understand and write SQL scripts for data extractions and updation • Good analytical skills to identify the root cause of business applications’ issues • Good written and verbal communication skills and ability to work closely with the team and other relevant teams
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To provide technical support and execute associated operational tasks for applications and interfaces while working closely under IT operations policies and SOPs • To set and manage KPIs, targets and rotational duties of the team to ensure smooth application, interface, portals related services and support, ensuring that all assignments are performed as per schedule and Bank’s procedures • To engage team with all stakeholders in pre & post implementation processes of new applications, including UAT processes and application log analyses for troubleshooting application problems • To ensure that the management receives regular updates on all issues and incidents along with their resolutions and to ensure efficient investigation and resolution of incidents • To engage team and proactively coordinate with all stakeholders to collect data or requirements based on IS Audit observations and ensure compliance with Audits • To prepare user manuals and SOPs for applications and interfaces related to support tasks, assignments and duties • To participate in projects, Change Requests (CRs) and bug fixes initiated by Project Management team, as and when required • To train, manage, monitor and support the team both administratively and technically • To perform any other assignment as assigned by the supervisor(s)
	Place of Posting	Karachi
Assessment Interview(s)		Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will

	be invited for 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 interview.

National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.