

ASSISTANT DOMAIN LEAD – IT –APPLICATION SUPPORT (ASSOCIATE MANAGER / EXECUTIVE)

THE JOB

- Ensure all automated applications are fit for NDB Bank's purpose and designed with efficiency and integrity, adequately tested and deployed on time to provide a robust customer service
- Provide continuous support for all applications running in production and contingency sites by coordinating with internal technology / business teams and external vendors to resolve live application issues
- Ensure that all applications and related vendor support services comply with all internal and external audit, security and regulatory standards , policies and requirements
- Ensure proper follow-up of all logged issues with vendors to maintain minimum age analysis in the logged issue
- Provide continuous (scheduled and unscheduled) updates to relevant governance and management forums
- Timely coordination and tracking of issue resolutions with Vendors
- Ensure the quality of delivery in providing solutions
- Enforce the stability of the support systems
- Prioritization of tasks based on the need basis
- Maintain zero tolerance with respect to adherence to all internal audit, external audit & regulatory compliance, as applicable

THE PERSON

- Bachelor's degree in Computer science / Information Technology or possess an equivalent professional qualification
- Possess minimum 6 years' experience in IT related field with 3 years of experience in banking sector
- Pay attention to detail and be able to work under pressure
- Possess good communication, presentation and negotiation skills
- Possess analytical and problem solving skills

Please login to <https://www.ndbbank.com/careers> to apply on or before 26th June 2024

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



Vice President Human Resources