

External Job Advert	
Job title: Officer, Enterprise Application Techno-functional Support	
Division/Department: Technology & Business Systems Support	
Reports to: Supervisor, Enterprise Application Techno-functional Support	
Full-time	Location: Accra
Purpose: The role is responsible to provide operational support in the management of the Bank's core/enterprise systems.	
<p>Data & Transaction Processing Prepare all necessary input files and execute scheduled routine end of day and special jobs, monitoring progress and taking corrective action in response to any issues that arise or escalating issues as necessary. This includes the following specific tasks:</p> <ul style="list-style-type: none"> ❖ Verify with direct supervisors and technical support personnel that the technical requirements (disk storage space, files, accurate program versions, etc.) are in place in accordance with any new or changed processing requirements and/or to ensure adequate capacity is available in a proactive manner for successful execution of all end of day and special job schedules. ❖ Execute pre-processing formatting and upload input files from branches and other manual or electronic payment channels (Teller, eBanking, ATM, SMS, Proof, ACH, etc.) in a timely manner for processing in the end of day updates for all major systems (T24, Postilion, AML, etc.). ❖ Execute all end of day updates for all major systems (T24, Postilion, AML, etc.) in accordance with established run schedules Balance the total number of financial transactions done by the Bank on a daily basis ensuring number of transactions submitted equals the total of transactions posted and rejected. ❖ Produce all extract files and update databases of the various online systems, verifying that they are refreshed and available for use by branches at start of day Produce and print or store in shared folders or make available online. ❖ Essential reports needed by branches, Head Office units and other specialist departments for referencing/auditing; Private and confidential information such as standing order cheques, advice, notices, customer statements, etc. ❖ Update all run sheets and checklists with start/end times, exceptions and any other information to the level of detail that will properly inform subsequent shifts on the progress of the day's work. ❖ Log all problems and issues and escalate as necessary. ❖ Update all required statistical information on transaction volumes, end of day processing completion times, start of day readiness times, etc. <p>Strategy</p> <ul style="list-style-type: none"> ❖ Assist the Supervisor, Core Systems to provide support with the Management of all Core Banking Systems in use at the Bank. ❖ Recommend improvements to existing Core Banking Systems (technical and business processes) to meet the Bank's requirements. 	

- ❖ Assist the Manager & Supervisor, Core systems support to translate the business needs and Requirement Specifications into Design Specifications.

Project & Vendor Management

- ❖ Participate in Scrum calls, Scrum Retrospection (e.g., development, testing, automation, workarounds, or changes in processes).
- ❖ Log, review, and track all tickets logged with Temenos for appropriate action.
- ❖ Co-ordinate with Temenos and all other enterprise applications on updates - patches, releases, and fixes for the resolution of issues including real time and COB related.
- ❖ Manage and run CoB/EoM.

Standards & Procedures

- ❖ Assist the Supervisor, Core Systems Support to document all procedures and processes are well documented.

Monitoring & Reporting

- ❖ Assist the Supervisor, Core Systems Support to analyze trends of critical issues and submit proposals of root cause remediation to the Manager, Core Systems Support.
- ❖ Provide operational assistance in the form of issues and reports to business units.

Quality Assurance Support

- ❖ Assist with running of tests in designated test environments for projects and other operational initiatives in accordance with agreed test schedules and special instructions.

Educational Requirements:

Minimum of a bachelor's degree in computing related area

Technical / Legal Certification

Professional qualification in computing related area will be an advantage

Experience

- ❖ 1+ years of experience working in a T24 Architecture.
- ❖ Expertise in SQL and Data analysis, and experience with minimum programming language (Python and or Java)
- ❖ Experience developing databases using Hadoop or Big Query, and experience with a variety of relational databases, NoSQL, and cloud.
- ❖ Knowledge on machine learning, data science, artificial intelligence, statistics and applied mathematics will be considered an additional asset.

Preferred Competencies

Knowledge

- ❖ Passionate about software construction processes in an agile way, data-driven development, and experimentation
- ❖ Experience working in a collaborative product team, under agile methodologies and CI/CD.

Skills

- ❖ Motivated and skilled at learning and problem-solving
- ❖ Flexibility and adaptability to changes in projects as they are developed.
- ❖ Good communication and listening skills
- ❖ Ability to influence others

Job Attributes

- ❖ Quantitative, intellectually curious, and willing to be flexible.
- ❖ Ability to explain abstract concepts in a simple and concrete manner.
- ❖ Quest for breakthrough
- ❖ Critical Thinking
- ❖ Embrace uncertainty.
- ❖ Digital mindset
- ❖ Creativity, experimentation, and Innovation

Other Special Requirements

- ❖ Ability to travel at short notice.
- ❖ Ability to work out of station for extended period.
- ❖ Readiness to work beyond normal working hours.

Closing Date for Application: Thursday, July 11, 2024