

<b>External Job Advert</b>	
<b>Job title:</b> Supervisor, Enterprise Application Techno-functional Support	
<b>Division/Department:</b> Technology & Business Systems Support	
<b>Reports to:</b> Manager, Enterprise Application	
<b>Full-time</b>	<b>Location:</b> Accra
<p><b>Purpose:</b></p> <p>The role is responsible to support in the development and delivery of the core business systems, ensuring enhancements and implementations are aligned to believe housing's business requirements.</p>	
<p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>❖ Provide administrative support over the Management of all Core Banking Systems in use at the Bank.</li> <li>❖ Recommend improvements to existing Core Banking Systems (technical and business processes) to meet the Bank's requirements.</li> <li>❖ Assist the Manager, Core systems support to translate the business needs and Requirement Specifications into Design Specifications.</li> <li>❖ In collaboration with the Manager, Core Systems Support, ensure core banking systems performance tuning and Application Process Optimization.</li> <li>❖ Assist with the maintenance of primary and disaster recovery sites, creation, implementation and supervision of DR Plan, DR test scripts and DR Data integrity.</li> </ul>	
<p><b>Project &amp; Vendor Management</b></p> <ul style="list-style-type: none"> <li>❖ Participate in Scrum calls, Scrum Retrospection (e.g., development, testing, automation, workarounds, or changes in processes).</li> <li>❖ Work closely with third party vendors to assess vendor proposals and recommendations that impact core systems and business delivery.</li> <li>❖ Co-ordinate with Temenos on updates - patches, releases and fixes for the resolution of issues including real time and COB related.</li> </ul>	
<p><b>Standards &amp; Procedures</b></p> <ul style="list-style-type: none"> <li>❖ Assist the Manager, Core Systems Support to document all procedures and processes are well documented.</li> </ul>	
<p><b>Monitoring &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>❖ Analyze trends of critical issues and submit proposals of root cause remediation to the Manager, Core Systems Support.</li> <li>❖ Monitoring of all the T24 Critical Services including TSM Services and integrations. The monitoring should extend to all enterprise applications</li> </ul>	
<p><b>Staff &amp; Office Administration</b></p> <ul style="list-style-type: none"> <li>❖ Lead, manage and support team members in the discharge of their duties</li> </ul>	

**Other Operational Activities**

- ❖ Assist the Manager, Core systems in the administration and management to/of all Core Banking Applications with external middleware components – IBM WebSphere MQ, IBM WebSphere Application Server (WAS), Redhat JBoss, WildFire, and F5 Load Balancers.
- ❖ Close of Business (COB) issues administration and troubleshooting including Year End, Month End, Daily COB support and optimization.
- ❖ Supervision of all scheduled and ad-hoc backups and keeping track of backups as per the retention policy.
- ❖ Ensuring that all enterprise systems are always available and well secured.
- ❖ Create test plans, test cases, test scripts and perform technical unit testing.
- ❖ Work with existing systems to track and manage Change requests and user issues.
- ❖ Perform root cause analysis for recurring incidents, design and execute test plans.

**Educational Requirements:**

Minimum of a bachelor's degree in computer related area.

**Technical / Legal Certification**

Professional qualification in computer related area will be an added advantage

**Experience**

- ❖ 3+ 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 solutions with Temenos Development Desk, IRIS
- ❖ 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.
- ❖ Excellent communication, ability to listen, and ability to influence others.

### **Job Attributes**

- ❖ Ability to manage conflicting priorities.
- ❖ Highly energized and passionate person who inspires peers to reach their full potential.
- ❖ Enthusiasm to try new solutions outside of known ones.
- ❖ Encourage free thinking - receives ideas positively from other team members.
- ❖ Facilitation, Project & Stakeholder Management Skills
- ❖ Quantitative, intellectually curious, and willing to be flexible.
- ❖ Ability to explain abstract concepts in a simple and concrete manner.
- ❖ Critical Thinking
- ❖ 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**