

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 12th April 2024

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



The future is banking on us

Vice President Human Resources