

# IT – SYSTEM OPERATOR

## THE JOB

- Execute banks end of day operations monitor and complete tasks in production environment
- Monitor the bank's IT systems, applications, networks to ensure optimal performance and availability, while perform routine checks to identify and address any potential issues or anomalies.
- Investigate and troubleshoot technical problems, promptly collaborating with team members and external vendors to implement effective solutions that minimize disruptions.
- Provide Level 1 support for banking applications, assisting users with queries, issues while ensure smooth operation of critical software used in various banking processes.
- Generate regular backups of applications and systems as per established procedures, while contribute to maintaining data security by adhering to backup and recovery guidelines.
- Visit bank branches for installation, perform hardware and software troubleshooting and maintenance
- Assist with domain controller user activities, including user provisioning and access management.
- Address user inquiries and provide technical support for account-related issues.
- Prepare monthly downtime reports and weekly operations reports to maintain transparency.
- Maintain high uptime availability of production applications and systems
- Actively participate in disaster recovery drills to ensure readiness during emergencies.
- Work closely with IT teams, vendors, and other departments to coordinate operational activities
- Communicate effectively to ensure smooth execution of IT operations
- Be available to work on a 24/7 roster, including weekends and holidays, to ensure continuous IT Operations

## THE PERSON

- Possess around 2 years of IT Operations (NOC) experience
- Diploma in Information Technology or equivalent qualification
- Possess good analytical and problem solving skills
- Possess good communication and interpersonal skills
- Should be a committed team player and be able to work under pressure

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

We will correspond only with the shortlisted applicants

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Vice President Human Resources