

VACANCY

SYSTEMS APPLICATIONS ADMINISTRATOR HEAD OFFICE

Applications for interested and suitably qualified candidates are invited in respect of the above position.

CORE PURPOSE OF THE JOB

To administer the Bank's Core Banking Application and Supplementary Systems including the implementation and support of new systems to ensure optimal uptime, stability, functionality, and efficiency of our systems and application services in keeping with the Bank's strategic objectives.

MAIN FUNCTIONS OF THE JOB

Application Maintenance and Support

- Provides ongoing maintenance and support for existing applications, including bug fixing, troubleshooting, and enhancements.
- Provides technical support at systems application level, ensuring timely resolution of issues and minimizing downtime.
- Implements proactive measures to identify and address potential application-level issues, conducting regular application and performance checks.
- Monitors service level agreements (SLAs) for application support, ensuring compliance and customer satisfaction.
- Collaborates with cross-functional teams to address user feedback and improve application functionality.
- Monitors and plans for application-level End-of-Life replacement, upgrades or retention with acceptable mitigations.

Application Development and Implementation

- Participates in the implementation, administration and maintenance of application systems, thereby ensuring alignment with business requirements.
- Develops and implements policies and procedures relevant to the ongoing maintenance of systems applications.
- Implements best practices for application management, deployment, and support.
- Collaborates with cross-functional teams to ensure seamless integration of applications with existing systems and infrastructure.
- Manages application-level upgrades, enhancements, and patches, coordinating with vendors and internal teams.

Audit Reviews and Requests

- Participates in all types of audit reviews in respect of IMAL and supplementary applications
- Receives audit requirements per review section from internal and external auditors
- Provides supporting data and reports for each requirement/review sections for onward submission to Auditors
- Ensures that all internal reviews are carried out timeously in respect of IMAL and supplementary applications
- Meets with auditors to address any query emanating from the review documents provided and auditors submit finalized management report
- Addresses and actions items that have been reported on the management report and provides management with feedback of the items raised at the various committee levels

Business Continuity Plan & Disaster Recover Planning

- Plans for disaster recovery within systems application, ensuring that IT DRP requirements in respect of the supported applications are sufficiently covered within IT DR plans.
- Aids in the development of Business Continuity, DR and HA plans for the specified support areas.
- Conducts reviews of the new and existing systems applications for DRP purposes.
- Support applicable business units to ensure that the DRP requirements are covered from a systems application perspective.
- Oversees and supervises the coordination of User Acceptance testing for systems application with the respective Business units.
- Ensures that the Core Banking environment and supplementary systems application are restored and accessible within the defined Recovery Time / Recovery Point objectives as per the DRP/BCP.
- Documents and reports on errors / issues encountered during DR and HA switching for the applicable systems application.

General

- Draft policies, procedures, standards and guidelines with regards to Core Banking application and supplementary applications
- Reviews and updates existing policies and procedures when required.
- Assists the Information Technology department as and when required.
- Assists with other IT related queries that are received and resolved timeously.
- Ensure Change Controls are enforced for all supported systems application.

QUALIFICATIONS

- A degree or diploma in Information Systems
- Systems Support Accreditation
- Business Management qualification would be an advantage
- MCSE (Engineer) qualifications would be an added advantage

PREFERRED EXPERIENCE

- A minimum of 3-5 years' experience with implementation, administration and support of systems within a banking or similar financial institution

KNOWLEDGE REQUIRED

- Information Technology Policies and Procedures
- Basic financial accounting principles would be an advantage
- Technically minded
- Sound knowledge of SQL environments, Server Environments and Oracle Environment as well as data configuration, client/server-based application systems, networking & systems communications.
- Sound knowledge and experience of working with the SDLC methodology.
- Microsoft Office software products including Teams, Project, Power BI, Planner, etc.
- Sound knowledge and experience of various database systems architectures

Forward your CV to kameshini@albaraka.co.za

Albaraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference