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| **Position / Job Title** | **ADC Support Officer (OG-II / OG-I)** |
| **Reporting to** | Wing Head IT & ADC |
| **Educational /**  **Professional Qualification** | * Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC, preferably in IT / Science * Candidates having a Master’s degree / Islamic Banking certification / degree or diploma will be preferred |
| **Experience** | * Minimum 03 years of banking experience, out of which at least 01 year of experience in IT in the area of Alternate Delivery Channels * Candidates having working experience on various technologies would be preferred |
| **Other Skills / Expertise / Knowledge Required** | * Strong analytical skills * Problem solving and decision-making skills * Expertise in IT Systems and Business Analysis * Sound knowledge of Islamic Banking products * Proficient in MS Office suite (Word, Outlook, Excel, and PowerPoint) |
| **Outline of Main Duties / Responsibilities** | * To supervise and manage ATM Monitoring at Aitemaad Islamic Banking Group (AIBG) operational sites, installed at all five Islamic Banking Regional offices, in close coordination with regional custodians * To monitor ATM downtime and escalate highly sensitive ATM issues for attention & rectification to Network Monitoring Heads, ATM Monitoring team at Operations Group (OPG) Head Office, for their required actions * To manage and coordinate with Information Technology Group (ITG) and other stakeholders to identify system issues pertaining to ATM Card applications * To liaison between branches / region and ATM vendors for shifting / relocation and installation / configuration of ATM machines as and when required * To prepare monthly dashboards, MIS reporting, with respect to NBP Digital and Alternate Delivery Channels (ADCs) and share with business team and field * To provide support to Card production team for their queries specific to Islamic Banking customers, resolve issues for smooth production of ATM cards * To coordinate with branches regarding resolution of all ADC issues * To manage and liaison between branches and ADC Head Office team, for implementation of new services / upgradation of software patches on ATM machines * To liaison with business and ADC teams to perform UAT, for all ADCs, ATM, Mobile App, Internet Banking etc. * To provide support to branches to arrange ATM EJ roll and pin hole camera images in coordination with Head Office ADC team * To assist AIBG IT team in Core Banking and implementation of Allied applications * To perform any other assignment as assigned by the supervisor(s) |
| **Place of Posting** | Karachi |