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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
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| **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
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| **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)
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| **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)
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| **Place of Posting** | Karachi |