

<b>JOB TITLE</b>		<b>SENIOR APPLICATION SUPPORT ENGINEER</b>	
<b>JOB OBJECTIVES:</b>			
<ul style="list-style-type: none"> <li>To drive a support framework that improves operational excellence and efficiency across all business units thereby align IT to the overall business objectives.</li> </ul>			
<b>DEPT/DIVISION:</b>		<b>REPORTS TO:</b>	<b>SUPERVISES:</b>
Information Technology		Team lead, Database Management & Application Support	
<b>RELATIONSHIPS:</b>			<b>GRADE:</b>
End-Users			
<b>JOB RESPONSIBILITIES:</b>			<b>KEY PERFORMANCE INDICATORS:</b>
<ul style="list-style-type: none"> <li>Responsible for supporting end-users and acting as first line maintenance engineer in executing application related operational tasks.</li> <li>Responsible for configuration, troubleshooting common application issues and escalation when necessary.</li> <li>Responsible for management of deployments of applications to production environment</li> <li>Responsible for carrying out basic application server administration and solutions.</li> <li>Work with other developers to debug and fix major application issues.</li> <li>Help in quality assurance and documentation of in-house built applications.</li> <li>Work in conjunction with developers in building and deploying additional custom features on existing in-house built business applications.</li> <li>Ensure optimum performance, security, and availability of applications</li> <li>Mentor junior application support engineers</li> </ul>			<ul style="list-style-type: none"> <li>% core business applications availability</li> <li>Successful daily execution of backup maintenance plan for business-critical databases</li> <li>TAT on Issue Resolution/User -Support</li> <li>% Quarterly incremental improvement in database &amp; application performance</li> <li>% of resolved issues</li> <li># of Cost Saving Initiatives Implemented</li> <li>(Internal) Customer Feedback</li> </ul>
<b>COMPETENCE REQUIREMENTS</b>			<b>APPLICATIONS &amp; TECHNOLOGY</b>
<p><b>FUNCTIONAL</b></p> <ul style="list-style-type: none"> <li>Critical Thinking, Problem Solving and Analytical Skills</li> <li>Good Knowledge of Technology (lending applications)</li> <li>Results focused</li> <li>Operations &amp; Maintenance</li> <li>Planning &amp; Organisation</li> <li>Project Management</li> <li>Experience working with Servers such as Apache, IIS, NGINX</li> <li>Good knowledge of Web development skills (HTML, HTML5 and CSS, C#), Web technologies and internet protocols (XML, HTTP, TCP/IP)</li> <li>Experience using version control systems (GIT, Subversion, CVS, etc.)</li> </ul>		<p><b>BEHAVIORAL</b></p> <ul style="list-style-type: none"> <li>Mentoring and Supervision</li> <li>Leadership, Influencing and Negotiation</li> <li>Continuous Learning &amp; Improvement</li> <li>Self-Assured, Confident and Assertive</li> <li>Effective Communication Skills</li> <li>Accountability</li> <li>Attention to details</li> <li>Listening ability and patience</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Word, Excel and PowerPoint</li> <li>HR Flex</li> <li>Microsoft Navision</li> <li>NimbleX</li> <li>LTrack</li> <li>Customer Portal</li> <li>IIS Server</li> <li>Apache</li> <li>NginX</li> </ul>
			<b>WORK CONDITIONS</b>
			<ul style="list-style-type: none"> <li>A typical work environment in financial services.</li> </ul>

○ Exposure to continuous delivery technologies, tools and methods		
<b>JOB SPECIFICATION</b>		
<b>Educational Qualification</b>	○ A first degree in Computer science or any related discipline is required	
<b>Professional Qualification</b>	○ ITIL, MCSE, MCSA etc.	
<b>Desired Experience/ Knowledge</b>	○ At least 5 years' experience in a similar capacity. ○ Experience in FinTech development is preferred.	