



JOB DESCRIPTION

1. Position's details

Position's Title:	Business Applications Officer
Department:	Information Technology
Employment Type	20 Month Contract

2. Position outline

Business Applications Officer is expected to implement, manage and support systems relating to Business Software Applications through a controlled process, ensuring compliance with Bank's policies and procedures. The main responsibilities are outlined below:

- Implementation / Change Management / Administration / Operational Support of Third-Party Software Applications
- In-house development of Software Applications
- Design, develop and implement integrations between Software Applications
- Processing/Management of Applications' Data and Report development
- Carry out routine maintenance, monitoring and other applications related tasks and procedures

3. Main responsibilities

- Ensure compliance with Bank's policies and procedures
- Carry out or actively participate in the gathering of business and system requirements
- Participate in the evaluation of Third Party applications
- Participate in the implementation/setup/testing of Third Party applications in collaboration with external vendors
- Design and internally develop well-tested software solutions to users' needs and requirements
- Design, develop and implement integration with other applications
- Provide operational support on internally developed applications and Third Party applications. Collaborate with external vendors for resolving problems on Third Party applications

- Implement and/or apply fixes and changes (enhancements, upgrades) on applications through a control process
- Collaborate with other IT functions for the implementation of the required IT infrastructure.
- Maintain technical configurations and user access rights on applications
- Create and maintain required technical documentation
- Participate in user trainings and/or provide user training
- Carry out routine tasks and procedures related to applications (e.g. maintenance and monitoring tasks)
- Process/Manage Applications' Data in order to produce required reports and data extracts (Operational reports, Management Reports/Data Analytics, Regulatory reporting)
- Perform other IT related duties as assigned

4. Main cooperation with other Units within/outside the Bank	
Internal:	Cooperation with all business, administration and control units of the Bank for operational support and software requirement gathering and analysis
External:	Cooperation with external software vendors for implementation of Third Party applications and troubleshooting of applications' issues

5. Required experience/ qualifications/ capabilities	
Academic qualifications:	<p>Bachelor's degree in Computer Science or any other related field</p> <p>Postgraduate degree is not mandatory but may be considered as an advantage</p>
Experience/Knowledge:	<ul style="list-style-type: none"> • Experience in full lifecycle of software development process • Deep knowledge of programming languages, development frameworks, software development methodologies, tools, data representation formats • Experience in Database Systems, report development
Competencies:	<ul style="list-style-type: none"> • Operate effectively in difficult and pressured situations • Manage multiple tasks or projects • Willing to work on a large range of diversified systems and technologies

	<ul style="list-style-type: none">• Troubleshooting and problem solving/analytical skills• Attention to detail• Ability to work both independently and as part of a team• Strong communication skills, both written and oral• Organisational skills• Ability to prioritise and effectively manage time to meet deadlines
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