

NCBA Bank

Job Title:	Bank Applications Analyst	Reports to:	Sr. Manager, Bank Applications
Unit:	INFORMATION TECHNOLOGY	Department:	TECHNOLOGY AND OPERATIONS
Grade:	Band 2	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
<p>This role is responsible for the operations that facilitate the stable operation of the bank's systems around NCBA Investment bank, NCBA Insurance, custodial services, NCBA Brokerage, Bancassurance, Trade Finance, reconciliation and related system Operations.</p> <p>The role holder will be responsible for systems support on Ipen, CustodyPlus, APX systems, BBO, Intellimatch, Beedee, Navins and related systems. The preferred candidate will also act as a Business Analyst, Systems delivery manager for these systems and be an IT relationship manager to the Related System users. The role holder will ensure Service Level agreements of uptime and performance are attained and maintained at all times. This includes support for projects and changes carried out on any of these applications.</p> <p>In collaboration with external vendors, system experts and information security experts the Bank Applications Specialist will schedule and direct activities to resolve Ipen, CustodyPlus, APX systems, BBO, Intellimatch, Beedee, Navins softwares and service problems in a timely and accurate fashion according to agreed SLA.</p> <p>The role holder will also ensure that systems meet the security standards of the bank and will resolve any Audit and Risk issues.</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Application Development	40%	Support the product ideation process, development lifecycle, and go to market efforts of proposals selected to move forward within the development lifecycle Manage specific application quality assurance and help desk activities including the tracking of bug reports, change requests and ensuring their timely resolution
Incident / Problem Management	30%	Resolve any incidents causing interruption of service in the quickest and most effective way possible according to defined SLA's.

Template 1

Change Management	10%	Evaluate and plan for changes to managed application system and ensure established change management procedures and ensuring the quality and continuity of the service at all times Analyze and understand the existing (As-Is) systems and processes within the Treasury application suite to assist with the impact assessment of any new solutions or system changes / problems
Configuration Management	10%	Controlling all elements of Core Systems infrastructure configuration with a sufficient level of detail and managing this information using the configuration database (CMDB).
Business Continuity Management	10%	Flag areas having inadequate DR, work with IT Infrastructure and Manager Core Systems towards mitigating actions where applicable to enable business operations if BAU fails (specific to IT Core Systems). Test and Document Disaster Recovery Procedures

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	Nil
Indirect Reports	Nil

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal NCBA Investment Trade Finance Asset Finance Bancassurance Custodial Business	External System Vendors Customers - on Mobile App [NCBA Invest Now], Online share Trading

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
<ul style="list-style-type: none"> • Role guided by Information technology Policy, Information security Policy and various IT operational procedures and guidelines. • Consult with the Senior Product Specialists or Manager Bank Applications Support on specific change or system configuration adjustments. • Required to research and advice on system improvements or technical advancements that can greatly enhance supported systems. • Task prioritization and resource planning within the projects and tasks for self.

Template 1

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)

1 Months – 3 Months

Ideal Job Specifications

- Undergraduate degree in Computer Science /Information Technology
- Minimum 3 years working experience in a busy IT or Project Office environment within a financial institution.
- Good knowledge of Trade finance services systems, Banc Assurance systems, Investment banking, Custodial services systems operations, reconciliation systems.
- Good working knowledge on I, CUSTODY PLUS, APX systems, Navins, BBO, Trade Finance operations is a plus
- Experience in supporting Ipen, CustodyPlus, APX systems, BBO, Intellimatch, Beedee and Navins operations is a plus.
- Extensive experience in Business Analysis or Systems Analysis.
- Hands on Experience on Web Application Management on Jboss
- Hands on experience with Project Management tools, systems design and analysis.
- Proven knowledge of banking operations, operations in business units and business impact analysis.

Catapult Bank Core Value Behaviours (Performance Drivers)

Confident (Self Mastery). Describes people who are self-assured, in control, Bold, and deliver to the highest standards of expectations with ease while exhibiting the sort of presence that builds confidence in others.

Comfortable (Connecting with people). Describes people who are cool and resilient under pressure, honest in every dealing, open to constructive criticism, can be relied on to deliver.

Elegant (Effortless delivery). Describes people who demonstrate effortless simplicity and are able to do mundane things with grace and flair. They connect easily with different audiences, exhibit finesse in all interactions and have a high sense of values that they uphold at every turn.

Prestige (Pride and ownership of our work). Describes people who believe in themselves, are respected and treat others with respect and occupy a significant place in people's minds.

Template 1

Technical Competencies	
	<ul style="list-style-type: none">• Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.• Technical skills to effectively perform system administration, systems analysis, business needs analysis, troubleshooting and deliver structured solutions in a manner that consistently produces a high quality of service.• Hands on experience with Ipen, CustodyPlus, APX systems, BBO, Intellimatch, Beedee, Navins, Database skills on SQL and web application management• Technical skills to effectively perform or guide performance of Application architectural design ensuring that all solutions developed and deployed are in line with the Enterprise Architecture standards

Behavioural Competencies	
	<ul style="list-style-type: none">• Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.• Self-empowerment to enable development of open communication, teamwork and trust that is needed to support true performance and customer-service oriented culture.• Team player and able to work with minimum supervision• Ability to adapt to changes in systems and procedures• Planning and organizing to effectively structure work assignments for timely delivery on system analysis assignments.• Quality Orientation to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks.