| Job Title: | Core Banking Analyst | Reports to: | Senior Manager, Core Banking Support |
|---|---|---|---|
| Department/ Sub-department: | Core Applications Support | Division: | Technology & Operations |
| Grade: | Band 3 | Date: | |
| Job holder: | | Supervisor: | |
| Signature: | | Signature: | |

| Job Purpose Statement |
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| Core Banking Analyst will be responsible for the day-to-day delivery of Second level Support to NCBA Bank, Monitoring and reporting on service requirements for the core banking system, NOBS and any other assigned systems. |
| The role applies incident and problem management processes to provide resolution to incidents or appropriate workarounds for problems while seeking to proactively and continuously improve support to the bank's internal and external customers. |

| Key Result Areas | | |
|---|---|---|
| **Perspectives** | **% Weighting** (to add up to 100%) | **Output** |
| **Financial** | 10 | <ul><li>Making effective use of available resources including people, information and budgets.</li><li>Regular review of services offering from various vendors and optimization of existing solutions for maximum Return on investment</li></ul> |
| **Internal business processes** | 60 | <ul><li>Administer, maintain, monitor and perform custodial duties on the Core Banking System and all other assigned applications so as to ensure optimal use, efficiency, reliability and stability as per agreed levels of service delivery.</li><li>Run EOD processes including PRE, & POSTCOB activities for the Core Banking system.</li><li>Analyse, troubleshoot and resolve issues encountered by users across the bank and Customers, within agreed timescales.</li><li>Review updates, test and implement changes and/or enhancements in compliance with the Change Management Policy.</li><li>Execute System integration testing and subsequent implementation of system upgrades, hotfixes, patch releases.</li></ul> |

| | | |
|---|---|---|
| | | • Support and administer the e-Statements dispatch system for daily and monthly statements depending on their cycle<br>• Ensure processes and procedures for all key activities are documented and updated accordingly.<br>• Coordinate interventions by vendors.<br>• Ensure that business systems are protected and secure and that policies, procedures and guidelines for information processing and outputs are well documented, details available and well understood.<br><br>• Strict adherence to all regulations, statutes, standards, practices and all internal processes and procedures as per the relevant manuals and comply with all relevant external legislation and regulations with regard to Compliance requirements<br>• Ensure that root-cause analysis is carried out and documented in a knowledgebase that is shared across the first level team for all incidents |
| **customer** | 20 | • Ensuring high level TAT on all customer issues by providing solution to the issues raised<br>• Communicate incidences, issues and service disruptions<br>• Provide 24 hour on call support and supervise day-to-day support of the core system, e-channels and all assigned business application systems |
| **Learning and growth** | 10 | • Achieve at least 40 hours of learning/training for both self and direct report through E-learning, Internal & External training activities.<br>• Actively seek to learn, grow and stay abreast of current developments/trends in relevant technical/professional knowledge areas |

**Job Dimensions**

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

| Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role. | |
|---|---|
| Internal | External |
| All Staff including Subsidiaries | IT Consultants<br>IT Vendors |

**Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make** *(Indicate if it is Operational, Managerial or Strategic)*

Operational

- Make execution decisions on day-to-day support incidents.
- Prioritize faults/incidents for resolution or escalate and liaise with vendor on delivery of solutions.
- Determine whether to resolve an issue, escalate it to other analysts/seniors or to a vendor and whether to inform senior management of an incident.
- Propose changes by identifying the strengths and weaknesses of alternative solutions, conclusions or approaches to problems and change activities.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Determining the appropriate software, procedures and resolution steps required to provide specific long-term solutions.

**Work cycle and impact:  time horizon and nature of impact (Planning)**
*(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)*

- Long Term Planning     1 to 2 years - Career path objectives and System and hardware Upgrades

- Short Term Planning     One week to six months – Troubleshooting, Analysis and delivery of Solutions to issues, Scheduling for implementation of changes, Resource allocation and management of work volumes.

**Ideal Person Specifications**

Academic qualifications:
- A Bachelor's degree in Computer Science, Information Technology or related field.

| Ideal Person Specifications |
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Professional training:

- ITIL

- Certifications in Microsoft systems, UNIX or Oracle will be an added advantage

Desired work experience:

- Good understanding of the financial services and how IT contributes to the success of the financial institutions.
- Sound knowledge of Information technology and related support architectures
- Experience with support of T24 Core Banking System and COB / EOD process
- Minimum 1 years in an IT service support, systems analyst or service management role within a large highly digitized organization managing mission critical systems.

| Technical Competencies | |
|---|---|
| | • Experience with Temenos Transact T24 and T24 Internet Banking Platform (Arc-IB)<br>• Knowledge of / experience with Temenos Application Framework for C (TAFC) and / or Temenos Application Framework for Java (TAFJ)<br>• Knowledge of / experience with DBMS such as SQL Server / MYSQL / DB2 / Oracle / Jbase<br>• Experience in administering, enterprise support and implementation of WebLogic, JBoss or Tomcat application servers<br>• Proficiency in configuration of JMS resources Queues, JDBC connection pools and data sources for Web Logic/JBoss server instances<br>• Proficiency in web programming languages such as PHP, Java, C# |

| **Behavioural Competencies** | |
|---|---|
| | • Value service and diversity through being sensitive to clients need by providing efficient and equitable service, involving clients in resolution of problems which affect them. <br> • Perseverance to handling task till completion particularly in the face of obstacle or other trying circumstances. <br> • Results and Achievement Oriented: strives to achieve results, enjoys being measured, and judged by quality of IS support <br> • Resilience and Tenacity: able to sustain motivation and commitment to goals in good times and bad with ability to work under pressure and withstand work related stress. <br> • Ability to explain difficult concepts to non-technical users. <br> • Provides guidance and support to users to maximize system capabilities and user knowledge |

*This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.*