

NCBA Bank PLC

Job Title:	Card Systems Analyst	Reports to:	Senior Manager - Card Systems Support
Unit:	Information Technology	Department:	Technology & Operations
Grade:	Band 3	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The purpose of this role is to ensure ATMs, Cash Depositors, Teller Cash Recyclers, card management systems, card production systems / hardware and other related card support applications are implemented and supported adequately; in a manner that ensures that customer receives reliable service, their information is secured properly and Service Level agreements of uptime and performance is attained and maintained at all times.

The role also involves ensuring delivery of new initiatives and projects that cover any of the supported systems or related areas.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Application Development	30%	Provide Second and third Level technical & application Support for ATM and card products family of systems and supporting environments Facilitate Card application performance tuning, application upgrades, documentation of procedures and overall system optimization to ensure excellent user experience and customer service
Incident / Problem Management	40%	Resolve any incidents causing interruption of service in the quickest and most effective way possible according to defined SLA's. Ensure availability of 24-hour on-call support on the ATM Network and Central system and provide remedial actions so as to observe service level agreements with business
Change Management	10%	Work closely with EPM (Project Office), system vendors, TSYS, Tieto, VISA, MasterCard, EFT Corp, NCR etc. for escalations and system upgrades and changes (CRs) to ensure compliance with dynamic regulatory requirements

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IT Governance and Security	10%	Key systems configurations to ensure generation and maintenance of audit trails for any changes occurring in sensitive databases are captured and secured
Business Continuity Management	10%	Flag areas that have inadequate DR, work with IT Infrastructure and Manager Core Systems towards mitigating actions where applicable to enable business operations if BAU fails (specific to Card 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 Card Operations / Card Authorization Cash Management & Personal Banking Customer Experience NBV	External Payment Networks - VISA/MasterCard / InterSwitch / Rswitch, Kenswitch, Kenya Bankers (IPSL) MNOs – Safaricom / Airtel System Vendors

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>
- Freedom to make decisions to resolve problems without consulting Senior Manager, Card Systems Support, but advice later thus ensuring business operations continuity. - Task prioritization and resource planning within the projects and tasks for self.

Work cycle and impact: time horizon and nature of impact (Planning) <i>(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)</i>
1 Month – 3 Months

NCBA Values
- Driven - We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential. - Open - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other. - Responsive – We put our customer's interests at the heart of all that we do. We are proactive, act quickly and resolutely to deliver results. We keep it simple and seek new ways to improve. - Trusted - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.

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Ideal Job Specifications	
	• Undergraduate degree in Computer Science /Information Technology. • Three years' practical proven experience in installation, setup, support and troubleshooting of any CMS Application across all layers. Preference given to PRIME, ONLINE systems. Experience in supporting core-banking system, especially T24, will be an added advantage. • Proven experience in supporting banking channels (mobile, internet, ATMs etc.) • Proven Experience in SQL Scripting • Proven experience in systems analysis, design, implementation and support • Working knowledge of Card Industry Security Standard – PCI-DSS • Proven knowledge of banking operations, operations in business units and business impact analysis • A good understanding of Operating systems; particularly Linux, UNIX and Microsoft Operating systems. • A good understanding of Host security modules.

Technical Competencies	
	• Technical understanding of Card Industry Standards and Operations including security standards e.g PCI/DSS • Technical skills to effectively perform Card system, business systems and ATM product support activities/tasks in a manner that consistently produce high quality of service. • 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 • Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks. • Ensure that all the managed application platforms in use by the Bank keep pace with technological innovations and developments as a way of protecting investment in technology. Define, analyze, plan, measure and improve all aspects of the availability of Payment Systems; ensuring that the systems, are meeting the agreed availability targets.

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Behavioral Competencies	
	• 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.