



JOB TITLE: Senior Specialist; Agency Banking system support (1 Position(s))

Job Location :Head Office, Hq

Job Purpose:

To ensure smooth Agency Banking operations, to maintain high service availability

Main Responsibilities:

- Maintain a high level of quality and availability of Agency Banking Platforms.
- Ensure Agency Banking Infrastructure is stable, reachable/accessible and operates as expected.
- Ensure Agency Banking servers are maintained regularly and propose upgrades if needed.
- Ensure all Agency Banking nodes, applications, products, and associated processes are compliant
- Strategic planning for Agency Banking systems to meet agreed targets with focus on quality.
- Generation of capacity, KPI tracking and project progress reports weekly and monthly in a timely manner.
- Perform system capacity and resources utilization management. End to end capacity dimensioning to ensure expansion is done timely and report is prepared and submitted to Head of department at least once per quarter
- Responsible for the overall upkeep and management of all existing and future Agency Banking services, products, and their integration to the company operations.
- Ensure all services like deposit, withdrawal, bill payments, account opening among others are working as expected.
- Provide third level Agency Banking support of all escalated issues before further investigation to vendors.
- To monitor network SIM cards data usage, bandwidth usage and their up time/availability.
- Monitor Trend of traffic of all services including agent services timely in different parameters
- Monitor services at Terminal management level (TMS) e. g USSD sessions timeouts, devices wrong passwords attempts, rejected transactions requests at terminal level.
- Continuous transaction monitoring

- Ensure all Agency Banking services, and equipment are integrated with monitoring system
- Ensure all platform KPIs are realtime monitored through the monitoring systems and alerts for above threshold are triggered
- Coordinate with business to make sure all agents devices are updated with latest app or firmware.
- Support distribution of firmware/access to all agency banking channels across the network.
- Ensure all agency banking integrations and APIs are working as expected.
- Undertake system changes and any other projects assigned by the Agency Banking technical supervisor.

Knowledge and Skills:

- Knowledge of Database Management systems Microsoft SQL Server, MySQL, Oracle
- Knowledge of Operating systems Microsoft Windows Server, Red Hat Enterprise Linux (RHEL) and /Or Unix Solaris Operating System
- Knowledge of Service Oriented Architecture is an added advantage
- Knowledge of Agency Banking business and operations
- People Management skills
- Report writing and presentation skills
- Project Management and Business analysis skills
- Networks, RDMS (MYSQL, ORACLE, NoSQL), Hardware (POS Terminals) Applications deployment, Server-client Infrastructure

Qualifications and Experience:

- Bachelor's degree in computer science or related field.
- At least 5 years of relevant work experience in systems support, incident & problem management.
- Technical interaction with vendors, contractors, and other stakeholders.

Job opening date : 07-Jun-2022

Job closing date : 21-Jun-2022

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