

Position: Application Support Analyst

Validity period: 28/02/2024 - 05/03/2024

Duty Station: FINCA Head Office, Dar es Salaam

Department: Information Services and Operations

JOB SUMMARY

Application Support Analyst provides support for all incidents, changes and services requests pertaining to applications managed by IS and Operations Department.

ESSENTIAL DUTIES

- Ensure Core Banking System and all applications are running and performing at optimal level, under supervision of Applications Manager.
- Ensure Systems Database replication is running smoothly and systems backups are taken on daily basis
- Addresses and resolves applications incidents and requests; Analyze applications incidents and requests; after problem analysis, engages other resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility
- Can customize source basic source codes for various In-house applications.
- Maintenance, administration, monitoring, problem management and production for databases to ensure high-availability of systems and services.
- Must collect, store, manage, and enable the ability to query the organization's metadata
- Be able to translate a data model or logical database design into an actual physical database implementation and to manage that database once it is implemented
- Management of security aspects to the assigned systems, databases, integrity controls, related records and recovery control (ensuring all data is retrievable in an emergency)
- Parameterize Core Banking System and other applications according to analyzed requirements.
- Manage and monitor ORACLE and MS Database replication and backups for all application systems.
- Act as central point of all applications managed by IT department.
- Works closely with members of the application and infrastructure teams on timely resolution of reported incidents/issues.

- Ensure all reported and logged issues are well analyzed, defined and resolved with recorded resolutions.
- Provide second level applications technical support to end users.
- Monitor applications performance and provide periodic reviews for such applications
- Work closely with Project Manager on Change and Service requests analysis and change process management.
- Analyze and document problems and resolutions in defined standards and Knowledge Base systems

Qualifications and Experience.

Knowledge, Skills & Abilities required:

- Demonstrates ability and desire to learn Core Banking Application, Infrastructure components, and other technologies.
- Understands applications hosting platforms, such as WebLogic, Apache, IIS, Tomcat etc.
- Fundamental knowledge in programming languages, such as PHP, C# and Java (or other)
- Understands customer support processes and techniques.
- Ability to analyze, structure and solve IT related problems.
- Competency in MS office application products.
- Knowledge with Database management systems (Oracle, MS SQL etc)
- Knowledge with service desk management.
- Knowledge with reports development platforms.
- Knowledgeable in ITIL
- Knowledge in Orbit-Rubicon Core Banking Application will be added advantage.

Experience

- Must have two years' experience in supporting Core Banking Systems, Digital Systems, Agency banking, Internet Banking, Mobile banking and other applications

Education

- Bachelor's degree in computer science or related field.

Apply: Send your CV not later than March 5, 2024 to TZ_Recruitment@finca.co.tz

#Only shortlisted candidates will be contacted