

App Support - Business & Branch Banking Applications

Job Posted by Kalpana Jha | November 19, 2021

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Any query feel free to call Kalpana on 9328509360.

Client :- One Of The Leading Bank

Role :- E-banking Support

Location :- Mumbai - Airoli

Grade :- Upto AVP

Position	App Support - Business & Branch Banking Applications
Reporting to	Team Lead Business & Branch Banking
Location	Mumbai - Airoli
Job Purpose	This role is accountable & responsible for Managing multiple applications' of Branch Banking , ensuring IT deliveries and committed SLAs
Primary Responsibilities	<ul style="list-style-type: none">• Handling Multiple applications support of Business & Branch Banking• Troubleshooting of issues of Business & Branch Banking Applications.• Understanding of issues, and guiding support staff for closure on severity issues.• Log Analysis and providing Resolution thereafter.• Liasing with different Teams in and outside IT.• Engagement with Partners for issue resolution.• Implementing Monitoring tools for Branch Banking Applications.• Handling and Resolving Audit Related Queries• Creating SOP's for all Processes involved in the Business & Branch Banking Application Management.

Pre-Requisites	<ul style="list-style-type: none"> • A passion for High-Class Service Delivery & excellent class Customer Experience • Knowledge on application life cycle - concept, design, architecture, testing, Release Process, Deployment, and sanity of application. • Solution Oriented, knowledge of Banking and Payment domain. • Good communication skills • Good skills of managing internal and external Customers. • Able to work under pressure and meet Deadlines. • Able to demonstrate a high degree of flexibility in attaining the work in hand. • Excellent organisational skills • Self-motivation and able to take responsibility. • Able to manage and prioritise tasks in an efficient manner. • Able to demonstrate initiative and a proactive approach to daily tasks. • Knowledge in RDBMS and Industry standard Monitoring tools would be an added advantage.
Years of Experience	Essential requirement: 5 years and above
Qualification	BE/Btech/Graduation
Certifications	ITIL

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