

## VACANCY- INFORMATION TECHNOLOGY OFFICER

Bank of Baroda (Uganda) Limited invites applications for employment on **Contractual basis** from suitably qualified Ugandan Citizens willing to serve at our Head Office, Kampala for the position **INFORMATION TECHNOLOGY OFFICER**

### Job Responsibilities:

- Providing first level support on ATM, Swift, RTGS, EFT, clearing
- Providing all technical & IT related support to all departments/offices/ branches.
- Monitoring hardware/ software & Network Installation for opening of new branches and ATMs
- User administration on CRB, FINACLE and other utilities.
- Production of ATM cards, Baroda Connect User IDs & Passwords.
- Monitoring of functioning of ATMs both onsite and offsite and attending to complaints, monitoring of ATM site construction.
- Supporting branches/ departments of HO for hardware/ software application related issues and equipment related issues like UPS, Batteries, Data cabling, AMCs of IT related hardware/ software, warranties, Vendors, loading of tenders on website.
- Educating customers on using technology products.
- Training/ familiarizing/ building awareness/ updating employee on technology issue/ E-channels, issuing guidelines regarding preventive vigilance, security of data, etc.
- Cheque books verification and issuance.
- Cheque books custody and issuance of personalized cheque books to branches for onward delivery to customer
- Coordination of Data Centre vendors for troubleshooting of IT related problems/ issues.
- Offer technical & IT related support to customers through branches on all alternative delivery channels viz. Internet Banking, Mobile Banking, ATMs etc.
- Trouble shooting and ensuring proper upkeep of hardware/software and their AMCs etc.
- End of day activities.
- ATM Switch database maintenance / back up, ATM Card/PIN mailer printing and handling issues related to ATM and ATM Cards etc.
- Provide support on reconciliation module for Nostro reconciliation.
- Ensuring safety & security of data base & assets of the bank in I.T. Department.
- Ensuring and supervising smooth functioning of I.T. Department.
- Managing technical aspects of the Products and its features in Transaction System (Finacle).
- Preparation of documents for project planning & implementation.
- Co-ordination / liaison with Vendors

### Qualification:

Bachelor's degree in Information Technology or Computer Science with good Overall GPA (Minimum 2<sup>nd</sup> Class upper). Certificates like MCSE, CCNA, Oracle Certified professional etc. will be an added advantage.

### Requirements:

Applicant should have team building, computer and excellent interpersonal communication skills, besides high degree of integrity & confidentiality.

**Experience:** Candidate should have satisfactory experience, preferably -3- years, of which about -12- months or more of experience in organizations dealing with Banking / Finance / Supporting banking applications and should possess the following:-

- Proficient knowledge of UNIX / LINUX / Windows & Oracle Database administration.
- Proficient knowledge in SQL & Transact SQL.
- Knowledge of programming (Shell Scripting).
- Basic Knowledge of Networking (WAN) & Security.
- Knowledge of Banking Software like Finacle etc. will be an added advantage.
- To include on any other specific qualification as required for the post.

**AGE:** Preferably -30- years, however, management reserves a right for determining the age criteria even beyond -30- years keeping in view the market conditions vis-à-vis requirement of the Bank based on experience / qualifications.

**HOW TO APPLY:** Typed applications with full Curriculum Vitae, names of two referees with self-attested photocopies of Registration No. of ICPAU / academic / professional / experience certificates, proof of age, postal address, e-mail ID & mobile number, etc. should be sent in sealed envelope to:- **Executive Director, Bank of Baroda (Uganda) Limited, 18, Kampala Road, P.O. Box 7197, Kampala.**

**Online application should be sent by email to [recruitment.uganda@bankofbaroda.com](mailto:recruitment.uganda@bankofbaroda.com)**

**CLOSING DATE:** Applications complete in all respect should reach to above address on or before **31<sup>st</sup> August, 2024 by 5.00 p.m.**

### NOTE:

1. Envelope containing application must be clearly marked **"Application for the post of "Information Technology Officer"**.
2. Only short-listed applicants will be contacted for selection process as decided by the Bank.
3. No communication will be sent to the applicants whose applications are not found suitable during short-listing process.
4. Bank reserves the right to reject / accept any application and to relax / alter any condition without assigning any reason.
5. Bank reserves the right not to make any appointment as a result of the selection process.
6. The short-listed candidates will be subjected to written test and/or personal interview.
7. Final selection will be subject to finding the candidate medically fit by Bank's Panel Doctor.
8. If any information with regard to Qualification, Age, Experience, background checks etc. provided by any applicant to the Bank is found to be false at any stage the Bank reserves the right to cancel his/her selection / appointment at any stage.