



The Karakoram Cooperative bank Ltd (KCBL)

Career Opportunities

KCBL

Job description

Job title: IT Manager- Infrastructure
Report to: Head of IT
Employment status: Fulltime-Contractual

Job Purpose: IT Manager infrastructure will provide support to all IT systems and functions in Head Quarter, Gilgit Regional Office and across all branches of KCBL. This will include administration, management, upgrading, and trouble-shooting of all hardware, software, and network facilities.

Main Responsibilities

- Manage the IT staff and equipment that's handles switching, routing, and Firewalls.
- Ensure smooth operations of all IT systems and data security.
- Ensure robust IT disaster recovery and business continuity processes and associated documentation.
- Ensure running regular checks on network/system/data security
- Identify and act on opportunities to improve and update software and systems
- Oversee and determine time frames for major IT projects including system updates, upgrades, migrations and outages.
- Maintain Global Active Directory by defining users and Domain
- Install and configure all type of server/Operating system and virtualization environment (Hyper-V and VMware).
- Manage Help desk application
- Responsible for the design of the technical architecture.
- Responsible for all backups and develop procedure for backups
- Ensure designing router administration, including interface configuration and routing protocols.
- Establishes network by evaluating network performance issues including availability, utilization, throughput, good put, and latency; planning and executing the selection, installation, configuration, and testing of equipment.
- Defining network policies and procedures; establishing connections and firewalls.
- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Ensure overall maintenance and management of data center.
- Monitoring networks for security breaches, investing violations as occurs.
- Developing and supporting organizational security standards, best practices, preventative measures, and disaster recovery plans.
- Conduct penetration tests (simulating cyberattacks to find vulnerabilities before others can find them).

- Reporting on security breaches to users, as necessary, and to upper management.
- Implementing and updating software to protect information.
- Recommend security enhancements to the top management.
- Developed and implement security tools for external device to protect the organization data.
- Any other tasks/duties assigned by the management.

Essential Education, Experience and Competencies

- Master's degree in Computer Science/ Software Engineering or related Field.
 - Proven working experience of 8 years as an IT Officer/Network Administrator or relevant experience
 - H/she should be Cisco Certified Internetwork Expert, Microsoft Certified Solutions Expert and Microsoft Certified Systems Engineer or have related certifications.
 - Possess Excellent knowledge of technical management, information analysis and hardware/software systems.
 - Possess Expertise in data center management and data governance.
 - Hands-on experience with system administration, and security administration
 - Proficiency with network hardware and technologies.
 - Proficiency with Microsoft operating systems is required.
 - Possess Extensive knowledge of data privacy laws.
 - Possess excellent skills in Database Administration.
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Job title: IT Manager- Core Banking System

Report to: Head of IT

Employment status: Fulltime-Contractual

Job Purpose: IT Manager-Core Banking Systems is responsible to provide functional support and configuration management of the KCBL's Core Banking Application. Also responsible for facilitation seamless integration with other interdependent software applications, business analysis and requirements gathering, application testing, report development, training of end user and management of service level agreements with application vendor.

Main Responsibilities

- Provide functional support of the Core Banking system.
- Ensure installation and integrate application server.
- Administrate CBS and support to each department for all issues.
- Ensure configuration patches update and upgrade management of the core banking system.
- Manage and support integration of the CBS with other interconnected applications.
- Provide business analysis and requirements gathering support for end users.
- Draft and implement the IT Disaster Recovery Plan in collaboration with the IT team.
- Ensure that core banking application, tools and data is available on the disaster recovery site.
- Document any necessary procedure related to Core Banking application for reference.
- Anticipate Core Banking application problems and implement preventive measures.
- Organize and prepare a whole set of application CBS for new Branch installation.
- Investigate and install enhancements that optimize Core Banking application availability.
- Manage user's access in system and ensure user access policy is implemented.
- Develop, update and implement IT policy and procedure for core banking system.
- Develop a digital financial solution for the bank.
- Support all external reporting including central banks.
- Develop management information reports and dashboards using business objects, crystal reports.
- Actively manage the timely resolution of outstanding defects or issues impacting the business.
- Handle and implement requests for application customization.
- Handling debit and credit card Management.
- Ensure provision of training to end users
- Any other tasks assigned by the management.

Essential Education, Experience and Competencies

- Master's degree in Computer Science/ Computer Engineering/ Software Engineering or related Field.
- Minimum 8 years of experience in IT field especially at senior Level position.
- Certified course of RDBMS especially Oracle is preferable.
- Certification of Microsoft and CISCO is required.
- Possess Implementation and management experience of Core Banking software.
- Should have Working knowledge of system testing.
- Excellent verbal and written communication skills.
- Good leadership and people management skills

Job title: Database Administrator
Report to: IT Manager- Core Banking System
Employment status: Fulltime-Contractual

Job Purpose: Database Administrator (DBA) is responsible to keep the organization databases up and running smoothly 24/7. Provide a seamless flow of information throughout the bank, considering both backend data structure and frontend accessibility for end-users. DBA also ensure that all database related incidents/faults are prioritized for resolution in order to minimize downtime.

Main Responsibilities

- Responsible for Software installation and maintenance.
- Ensure Data Extraction, Transformation, and Loading.
- Responsible for Database Backup and recovery.
- Ensure security of the Database.
- Develop processes for optimizing database security.
- Ensure Performance monitoring.
- Install and maintain the performance of database servers.
- Set and maintain database standards.
- Ensure regular Performance tuning of database systems.
- Use high-speed transaction recovery techniques and backup data.
- Install, upgrade, and manage database applications.
- Diagnose and troubleshoot database errors.
- Recommend and implement emerging database technologies.
- Perform tests and evaluations regularly to ensure data security, privacy and integrity.
- Create and manage database reports, visualizations, and dashboards.
- Create automation for repeating database tasks.
- Be available for on-call support as needed.
- Assist Unix/Linux server administrators.
- Participate in the data journey of the bank in coordination with the Data and Risk Analytics team.
- Provide first level support for all infrastructure to all Branches and Head Office units.
- Log/report/escalate all infrastructure faults/incidents.
- Manage incidents within agreed SLA.
- Ensure high availability of all databases.
- Perform housekeeping/maintenance activities on the databases.
- Administer UNIX/LINUX Environments (AIX and Red Hat).
- Any other tasks/duties assigned by the management.

Essential Education, Experience and Competencies

- Master's degree in Computer Science/ Software Engineering or related Field.
- Proven working experience of 5 years in relevant field.
- Certification/Active Membership of a professional organization would be an added advantage.
- Experience in Banking/financial industry would be an added advantage.

- Must have a thorough knowledge of MySQL Database Systems.
- At least five years' experience in MySQL Database Administration within UNIX/Linux Environment.
- Possess experience in administering, managing, tuning databases and data security management.
- Possesses experience with programming languages such PL/SQL coding and shell scripting.
- Good understand database design, implementation, troubleshooting and maintenance.
- Good Expertise in SQL.
- Experience in managing other databases (Oracle, MongoDB and MS SQL) would be a definite advantage.
- Possess good interpersonal and communication skills.

Job title: Application Support Officer
Report to: IT Manager- Core Banking System
Employment status: Fulltime-Contractual

Job Purpose: Application Support Officer is responsible to perform IT support functions and handle all related issues of internal as well as external customers of the KCBL. Responsible for daily End of the core banking application and generating reports. Maintain smooth operation for CBS and other allied business applications.

Main Responsibilities

- Responsible for Core Application Support to users.
- Running COB (Close of Business) for Core Banking Application.
- Ensure Shift Operations.
- Ensure In time resolution of tickets tagged from Help Desk.
- Provide Technical Support for all allied applications running in bank.
- Ensure User management for all applications including Core Banking Application.
- Logging technical issues and their resolution in time.
- Ensure timely Troubleshoot issues and help users.
- Install, configure and upgrade equipment/software packages.
- Install, configure troubleshooting and upgrade windows servers and applications.
- Give basic training/tips to new users.
- Provide technical support to database/system admin.
- Provide high quality support services to internal clients.
- Resolving IT service requests of all branches.
- Handle card management modules.
- Any other tasks assigned by the Line Manager.

Essential Education, Experience and Competencies

- Bachelor's degree in Computer Science or relevant field
- 3 to 5 years of experience in a commercial bank.
- CCNA/MCSC certifications are preferred.
- Possess good skills in Application Support Services and Customer Support Operations.
- Possess good interpersonal and communication skills
- Analytical thinking and problem-solving ability.
- Should be good team player.
- Ability to multi-task and prioritize tasks.

Job title: IT Officer- CBS Support
Report to: IT Manager- Core Banking System
Employment status: Fulltime-Contractual

Job Purpose: IT Officer- CBS Support is responsible for controlling and supporting KCBL user over all issues concerning core banking system, daily (working hours) maintenance and monitoring of 24/7, auditing and administrating on Security user maintenance.

Main Responsibilities

- Responsible to provide functional support of the Core Banking System.
- Adminstrate CBS, support to each department for all issues
- Provide support to customization module, report and request for update system.
- Install and integrate application server.
- Organize and prepare a whole set of application CBS for new Branch installation.
- Manage user access in system.
- Inquiry data and report design.
- Monitor application and performance.
- Support Auditor for flow of CBS.
- Provide CBS related training to new user.
- Prepare monthly Reports for each department as requested.
- Monitor Database and tune up performance.
- Ensure Backup and Restore tasks.
- Respond for recovering from Database failure.
- Support new project as assigned by the management.
- Run end of the day process.
- Support tablet lending application.
- Support Agency banking application.
- Any other tasks assigned by the management.

Essential Education, Experience and Competencies

- Master's degree in Computer Science/ Computer Engineering or related Field.
- 3 to 5 years of work experience in any Core Banking Support.
- Possess good Knowledge of all Windows Servers.
- Possess good interpersonal and communication skills.
- Ability to understand data and it usage.

Job title: Network/System Support Officer

Report to: IT Manager- Infrastructure

Employment status: Fulltime-Contractual

Job Purpose: Network/System Officer is responsible to provide support to all IT systems and functions in head quarter Gilgit and across all Branches of KCBL, this will include managing, Monitoring, and maintaining network infrastructure, particularly emphasizing On-site servers.

Main Responsibilities

- Responsible to provide functional support of the Core Banking System.
- Responsible for designing, implementing, monitoring and managing the local and wide area networks of the organization to ensure maximum uptime for users.
- Ensure the stable operation of the computer networks.
- Planning, designing, developing, implementing, monitoring, installing, configuring, maintaining, supporting, and optimization of all network hardware.
- Ensure Power to install, maintain, and troubleshoot network infrastructure tools including wireless access points, firewalls, routers, switches, controllers.
- Ensure the stabilization of all communication links VPN's, satellite links and etc.
- Ensure unique identification codes and IP addresses in order to control the flow of data securely.
- Manage network hubs, cables, and switches that are known to be the hardware blocks of any network.
- Maintain and configure firewalls and routers
- Can build detailed network diagrams and documents for network communication systems design and planning.
- Any other tasks assigned by the Line Manager.

Essential Education, Experience and Competencies

- Master's degree in Computer Science/ Computer Engineering/Information Technology
- 2 to 4 years of work experience in any bank.
- Cisco certification is required.
- Clear knowledge of hardware and network infrastructure.
- Ability to think, and imagine solutions to problems.
- Possess good Knowledge of all Windows Servers.
- Possess good interpersonal and communication skills.

Job title: IT Security Officer
Report to: IT Manager- Infrastructure
Employment status: Fulltime-Contractual

Job Purpose: IT Security Officer is responsible to maintain and monitor security of Servers, networks, firewalls, CBS and all systems/software's, identifies system vulnerabilities and creates strategies to stop Cyber criminals. Help business security breaches and loss of important and sensitive data

Main Responsibilities

- Responsible to monitor all operations and infrastructure.
- Develop and implement security policies, protocols and procedures.
- Establish active monitoring of the bank's IT assets.
- Control budgets for security operations and monitor expenses.
- Monitor, maintain and update all systems and application's securities.
- Maintain all security tools and technologies.
- Monitor internal and external policy compliance.
- Monitor regulation compliance.
- Work with different departments in the organization to reduce the risk.
- Implement new technologies.
- Ensure Vulnerability assessment.
- Balance organizational goals with security needs.
- Any other tasks/duties assigned by the management

Essential Education, Experience and Competencies

- Bachelor's degree in Computer Science or relevant field
- 3 to 5 years of experience in a commercial bank as a Cyber Security Officer.
- Certifications in the related field will be preferred.
- Possess strong interpersonal and communication skills
- Analytical thinking and problem-solving ability.
- Should be good team player.
- Patience and the ability to remain calm in stressful situations

Job title: Supper User Support Officer
Report to: IT Manager- Core Banking System
Employment status: Fulltime-Contractual

Job Purpose: Super User Support Officer is responsible to answer users' questions and filter users' requests related to KCBL CBS and concerns back to the implementation partner. Super User Support Officer make sure that CBS meets the expectations of management. Ensures that the CBS will meet expectations when it is launched and that end users will understand how to use it and how they will benefit from it.

Main Responsibilities

- Responsible for gathering process documentation.
- Ensure Taking notes from the end users and communicating them to the implementation team.
- Explaining and documenting as is processes.
- Identify integration points between modules and contact other departments as necessary.
- Maintain and update Card management systems/modules.
- Handle mobile/web applications of CBS.
- Manage other digital payment methods.
- Any other tasks assigned by the Line Manager

Essential Education, Experience and Competencies

- Bachelor's degree in Computer Science or relevant field
- 3 to 5 years of experience in a commercial bank.
- Certifications in the related field will be preferred.
- Possess strong interpersonal and communication skills
- Analytical thinking and problem-solving ability.
- Should be good team player.
- Patience and the ability to remain calm in stressful situations