

WE ARE HIRING

MANAGER ADC TECHNICAL & DIGITAL

Locations:

Qualification: Bachelor's degree in a relevant field from a HEC-recognized institute

Experience: At least 3 to 5 years of experience in the relevant field

Responsibilities:

Oversee the process of ADC services such as Card Generation, SMS, IVR, MB/IB, and MPG Raast, including the system.

Provide technical support for the bank's ADC products and services.

Collaborate with core banking vendors and other technology vendors to resolve the technical issues of ADC services.

Responsible for performing operational support duties and daily routine tasks related to ADC services.

Coordinate with ATM vendors and manage the installation, movement, and placement of ATMs, and ensure the maintenance of ATMs.

Identify and manage ADC-related complaints and arrange to resolve them by coordinating with all stakeholders.

Coordinate with other departments in performing UATs and implementing ADC updates (new update patches and bug fixes).

Review and prepare ADC transactions and ATM reports for onward submission to other departments.

Submit proper change requests for new updates or bug fixes in ADC systems.

Responsible for project management of all new ADC and digital banking services.

Competencies:

Knowledge & understanding of Alternate Delivery Channels, especially ATM, SMS Banking, IVR, IB/MB,

Message Format, Card Management, 1link, Middleware, Card Schemes, MPG Raast, and Open API.

Good thorough understanding of banking operations.

Interpersonal skills.

Interested candidates may send their CVs to

recruitment@albaraka.com.pk

Deadline: December 20, 2023.

(Mention the Position & City applied for in the subject line)

Location:

Karachi

