

Job Description: Application Support Officer

SUMMARY OF DUTIES:

The duties and responsibilities include but are not limited to:

- Assists with configuration and maintenance of database server; co-banking systems; and application tools
- Documents and maintains database configuration change diagrams, and key process information.
- Codes database descriptions and specifies identifiers of database management system in the production and test environments.
- Provide MIS back-end reporting for the business users by executing complex SQL queries in timely manner.
- Tests and corrects errors, and refines changes to the database and application systems.
- Determines and documents database policies, procedures, and standards and application related policies and procedures.
- Performs test and evaluations regularly to ensure database security, procedures, privacy, and integrity.
- Monitors database performance, distribution of records, and the amount of available memory, implements database changes, and updates versions.
- Plans and performs database backup and recovery.
- Performs new system installations, upgrades, and new project testing and implementation from a software application perspective, in coordination with the IT team and outsourced managed services, and specific product vendors.
- Do month end process executions and year-end process executions, system product creations, System parameter set-up.
- Monitors designated applications and takes corrective action to prevent or minimize system downtime.
- Ensures all functions of Co-banking system effectively work with all other applications and operating systems.
- Carry out special tasks at Management's direction
- Prepare process documents, user manuals, policies based on the guidance of the Application support manager.
- Do software trainings and other required IT trainings to the Business users and other related parties.
- Actively involve to the new project implementation related activities.
- Interact with customers and staff at the technical level, as required for database and application issues.
- Other duties as assigned.

QUALIFICATIONS:

The ideal candidate for this position will possess many, if not all, of the following professional qualifications, competencies and personal qualities:

- B.S. in Computer Science, Engineering from an accredited college/university or equivalent work experience
- Good communication skills in English language. (written and spoken)
- 1-2 years' relevant experience in IT systems & Database Administration.
- Experience with HTML, CSS, JavaScript.
- Experience with C# or equivalent Object Oriented language
- Experience with SQL and demonstrable knowledge of database techniques
- Proven history of self-direction and able to carry out assignments from beginning to completion
- Strong project management skills. PMP: Project Management Professional, CAPM: Certified Associate in Project Management, CSM: Certified Scrum Master will be an added advantage.
- Preferred to have good knowledge about Micro finance related co-banking software systems.
- Experience about report generating tools.
- Sound knowledge about mobile technologies and mobile applications.
- A strong desire to learn from others and also teach others through mentoring and technical leadership
- Must have excellent interpersonal, customer service, organizational, and communications skills.
- Must be a team player.
- Must be fluent in English (speaking and writing)