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Technical Analyst Card Solutions-ITD (Outsource) United Arab Emirates Posted on 07/11/2023 Mana[...]

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Technical Analyst Card Solutions (Outsource) Location : AUH -

Bateen Role Purpose: Manage all enhancements in Cards Management System.

Facilitates channels in communicating with cards management system for digital and other projects.

Support cards management system for production issues.

Help the team in implementing the payment scheme compliance and mandates.

Support all critical issues 24/7 to instantly recover, minimize the downtime and avoid re-occurrence.

Plans and closely interacts with Demand Management, digital Channels, e-Banking Manager (Retail), and Cards Manager to develop and participate in defining and executing ADIB digital transformation strategy, responsible to implement Agile methodologies, review business requirements, liaise with Internal / External parties to find and supervise the evaluation of a suitable solution, proposes enhancements to business / technical processes for better automation of respective business area, oversees project activities and ensures that implementation is as per defined standards.

Work alongside, support, and motivate delivery teams, and manage stakeholder expectations. Help the team to ensure product, project and roadmap delivery using the appropriate methodologies.

Providing input to and influencing the development of the strategy for IT. Scanning opportunities to enhance the delivery of IT related services to stakeholders.

Play an influential role in IT Management Team to ensure the activities of IT Project Delivery and Development are aligned to the operational and strategic plans.

Escalate impediments, manage risks, ensure value delivery and drive continuous improvements within Agile delivery squads.

Forming partnerships with providers, suppliers and contract resources to help deliver pre-requisite functionality or hardware when required for new projects, proposals, bids, and special initiatives to be carried-out.

Establish a Centre of Excellence for Integration Services to cater application-integration and information-mediation needs with a robust design, scalable architecture. Identify the potential areas of the focus for development aligned to ADIBs digital initiatives.

At the portfolio or program level, establish the right processes for managing a portfolio of work in an Agile way and manage delivery supported by automated code integration, build and deployment embedded in the DevOps tools and concept.

Attend the Market Seminars and Industry Forums to keep abreast with the latest technological trends and best practices and implements the best practices for the Bank.

Provide Business Presentations of Technology and latest technology in a business savvy format.

Operational Excellence:

Assist in managing the Cards Services; implement Enhancements and customization for the same.

Recommend applicable ITIL standards or other suitable standards for the IT Infrastructure in terms of, but not limited to, Operational Planning, Availability Planning, Change Control Planning etc.

Work to schedule and assign Staff to ensure that applications satisfy Users' needs and are completed within agreed upon time parameters.

Ensures that availability and application performance targets are met for the cards services that optimum service levels are required.

Others:

Execute the adhoc instructions or provide flexibility within ethical and professional standards from line manager to achieve any exceptional business objectives, Internal IT

Objectives related to ADIB

group including international expansion.

Ensure appropriate department requirements are defined and in line with ADIB International Expansion related to the above functions.

Ensure satisfactory department audit with no high risk finding on section. Any finding to be resolved within agreed time (with Audit and Management) (Quarterly)

Achieve satisfactory audit rating / control. Key Accountabilities of the role Strategy and Operational Planning

Actively participate and provide inputs for the development of Business Strategy and Operational plans and act as a moderator and facilitator for the new Systems/Enhancement.

Industry Awareness

Familiarize with the Technology Trends, Strategic use of technology by peers.

Attend workshops and seminars to keep abreast with the latest developments.

Project Execution

Participate in the preparations of Project Planning Documents, Scheduling, Resources Planning, Cost Estimating and Budgeting, RISK Management for the Vendor acquired Systems for Cards Department.

Implement ITIL standards wherever applicable for the Software related issues.

In-house Application Development

Act as a design lead and procure accurate, unambiguous Business Requirements from the Business units and break them by WBS to assign the tasks to System

Analyst/Programmers for delivery.

Operational Support

Implement measures, relevant KPI's and other controls to monitor the performance of the application.

Continuously monitor and enhance the technology, policies, and procedures of the supporting infrastructure to provide the optimum returns for the Stakeholders.

Ensures to follow required documentation and standard in all new enhancements.

Business Strategic Partnership Programs

Establish partnerships with the Business Stakeholders for a pro-active approach and constant feedback to assess the operational requirements and process automation to remedy issues on a short term and long term basis.

People

Work with all stakeholders in a cohesive and professional manner.

Communication

Conduct regular team meetings, one to one meetings with the team, business and the manager to have a high level of communication culture.

Information Security

Maintain information security related to ADIB, throughout the period of employment.

As soon as possible, report any potential or actual risks or incidents affecting the security of information to the helpdesk.

Documentation / Process Ownership

The incumbent is responsible to follow documentation required for a particular process.

Specialist Skills / Technical Knowledge Required for this role:

Experience in IT environment and EFT/Cards Business and IT /Interchange VISA and MasterCard regulation and compliances , Supervisory, communication and Analytical skills

Project Management Skills preferably PMP certified.

Four years BS (CS) Degree preferably MS (CS).

Excellent knowledge of Cards domain and cards latest technologies like Tokenization.

Excellent knowledge of Cards application Prime4, Online and Fraud Guard.

Excellent knowledge of VTS, Master card simulator and HSM.

Excellent knowledge of working with Prime SDK/API and middle ware like ESB.

Excellent knowledge of payment schemes mandates/compliance.

Excellent knowledge of Oracle PL/sql, Linux and other relevant tools.

Excellent analytical, trouble shooting and problem solving skills.

Excellent technical knowledge.

Excellent analytical, communication and decision making skills

Previous experience:

-10 years' experience with minimum 5 years of Cards issuance for working on Prime4/Online and FG.

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