CAREER OPPORTUNITY

ZTBL, a renowned specialized financial institution with a wide network of Branches all across the country is inviting applications from energetic and challenge-oriented professionals with proven track record and capacity to perform as a catalyst for transformation in a challenging environment. The individuals who fulfill the below-mentioned basic eligibility criteria may apply for the following position:

Position:	Head User Support Unit (Hardware /Software)	No. Of Positions: 02	Level	VP

Basic Eligibility Criteria:
Responsible for Management IT support service and ICT Equipment.

Academic / Professional Qualification:	• Bachelor /16 years of education in Computer Science/IT duly recognized by HEC.
Experience:	• At-least 10 years of post-qualification relevant professional experience in a comparable position in a reputed Banks/FIs in IT Support Services. • Must have 7 years' experience in managing user support and technical team in a professional setting.
Other Skills/ Expertise/ Knowledge Required:	• Excellent communication, leadership and people management skills. • Strong technical knowledge in banking software, hardware, IT service management software, and network infrastructure. • Proficient in setting up and managing IT service management software, such as incident management, problem management, and change management tools. • Strong analytical and problem-solving skills. • Effective communication and interpersonal skills. • Ability to manage multiple priorities in a fast-paced environment. • Proactive approach to identifying and implementing solutions. • Proven experience in managing a team of 50+ IT support professionals. • Extensive technical knowledge of hardware, software, and networking technologies. • Familiarity with banking applications, systems, and processes. • Analytical mindset to identify trends and patterns in user support requests. • Customer-oriented approach with a focus on providing excellent user experience. • Familiarity with IT service management principles and best practices.

Outline of Main Duties / Job Responsibilities:

• Lead and manage the HO User Support Unit, including staffing, training, and performance management.
• Ensure the availability of user support services during HO operating hours.
• Provide technical assistance and troubleshooting support to HO staff for hardware, software, and network-related issues.
• Coordinate with other IT teams and vendors for prompt resolution of complex technical issues.
• Identify and analyze user support trends and patterns to proactively address common issues.
• Develop and maintain user support documentation, knowledge base, and FAQs.
• Conduct user training sessions and workshops to enhance staff's technical skills.
• Collaborate with IT teams to test and deploy new software applications or updates.
• Monitor and report on user support metrics, including response time, resolution time, and customer satisfaction.
• Continuously review and improve user support processes and procedures.
• Stay updated with emerging technologies and industry trends related to user support.

Eligibility	• We Offer competitive remuneration package geared towards attracting best talent in the market. • Applicant must have at-least second division (i.e. 45% marks or equivalent CGPA of 1.4/4.0 or 2.4/5.0) in degree on basis of which he is applying or eligible. • Dual nationality holders are not eligible to apply for the post. • Only short-listed candidates will be called for interview. • Interested candidates may apply online through website: *https://ztbl.rozee.pk* and *https://www.ztbl.com.pk/jobs*
Employment Type:	03 Years Contract under SR-2005 (extendable on performance basis).

Age Limit:	45 Years Maximum (as on closing date to apply)

- Advertisement Date: 25-June-2023
- Closing Date of Advertisement: 16-July-2023

Note: Applications received after due date will not be considered. No TA/DA shall be admissible for interviews.

ZTBL is an equal opportunity employer - Women are encouraged to apply.

Please note that any kind of external/internal influence or SAFARISH in Recruitment process would lead to cancel the credentials of candidate and applicant would be immediately BLACKLISTED.