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 IT Services Department	No. Of Positions: 01	Level	SVP

Basic Eligibility Criteria:

Academic / Professional Qualification:	The candidate must have minimum Bachelor Degree in Computer Science/Information Technology/ or related disciplines duly recognized by HEC.
Experience:	• Minimum 12 years' post-qualification relevant professional experience in Banks/FIs • More than 8 years' experience on comparable experience or similar leadership role in Banking/Financial Institution
Other Skills/ Expertise/ Knowledge Required:	• Must have knowledge & Skills of IT Services & Complaints management system. • Analysis and resolution of incidents within the frames of target SLAs. • Strong focus on resolving issue on first contact, ability to discern when issue should be escalated for higher support level. • Knowledge about IT infrastructure building blocks • Must have well developed managerial skills required for managing IT-Support team and ability to work under pressure. • Assessing issues in a timely manner and meeting deadlines. • Outstanding customer service skills.

Outline of Main Duties / Job Responsibilities:
- Support IT services dependent business operations.
- Manage the IT services team, providing guidance, support, and performance management.
- Study, design, develop, implement, support, and manage computer-based information systems, including both software applications and computer hardware as per plan and bank's infrastructure.
- Monitor IT service performance, identify areas for improvement, and implement measures to enhance service quality and efficiency.
- Manage relationships with external IT vendors and ensure implementation of service level agreements.
- This position is responsible to provide support to all the zones and branches regarding hardware systems with efficient and timely manner.

Eligibility	• 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. • Applicants relieved under any Golden Hand Shake Scheme/ Voluntary Separation Scheme (by whatever name) from Public Sector Organization for a period of five years are not eligible to apply. • Applicants retired from any service under any Government (i.e. Federal or Provincial) or from any organization, body, authority or establishment owned or controlled by any Government or in which any Government has controlling share or interest are not eligible to apply. • It is the requirement of the Bank that applicant should possess HEC verified degrees as well as previous experience certificates (in original) at the time of interview. • Age of the candidate shall not be more than 55 years as on deadline for submission of application. • Interested candidates may apply online through website: http://jobs.hrs-int.com/ and https://www.ztbl.com.pk/jobs
Employment Type:	The position will be contractual for an initial period of 3 years with option of further extension on satisfactory performance. Market Competitive remuneration will be offered.

- 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.