

Job Opportunity: Team Lead – Applications Support

Location: Windhoek, Namibia

Reporting to: Chief Information Officer (CIO)

Job Grade: D-Lower Paterson Grading

Role Summary

We are seeking a highly motivated and detail-oriented Team Lead: Applications Support to join our dynamic team in the banking sector. Team Lead: Applications Support is responsible for overseeing the enhancement of the bank's application portfolio, including core banking solutions, digital channels, and other enterprise applications. This role ensures the alignment of Information Technology (IT) projects with business objectives, manages Service Level Agreements (SLA) contracts for outsourced services, and provides user support for core banking and digital channels. The position reports directly to the Chief Information Officer (CIO).

Key Responsibilities

Application Management

- Oversee the management of the bank's application portfolio.
- Ensure the effective operation of both front-end and back-end components of the core banking solution.
- Manage SLA contracts for outsourced services related to applications.

IT Project Management

- Lead IT projects to enhance digital channels and core banking systems.
- Ensure projects are delivered on time, within scope, and within budget.
- Coordinate with various stakeholders to align project objectives with business goals.

User Support and Training

- Provide user support for core banking and digital channels.
- Implement and manage processes for incident resolution and service requests.
- Develop and deliver end-user training programs to ensure effective use of applications.

Innovation and Continuous Improvement

- Foster a culture of innovation within the applications and IT project management teams.
- Identify and implement innovative solutions to improve application performance and user experience.
- Stay updated with industry trends and emerging technologies to drive continuous improvement.

Collaboration and Communication

- Collaborate with Infrastructure, networking, and security teams to ensure seamless integration and operation of applications.
- Communicate effectively with stakeholders to provide updates on project status and application performance.

Qualifications and Experience

- Bachelor's degree in IT Computer Science, or a related field.
- Master's degree in IT Management or Project Management is highly desirable.
- 7+ years of experience in managing enterprise applications, with a focus on core banking solutions.
- Proven track record of leading IT projects in the financial services sector.

Technical Skills

- In-depth knowledge of core banking systems.
- Proficiency in IT project management methodologies, including Agile, Scrum, and Waterfall.
- Experience in SLA management and vendor coordination, especially across multi-tier applications and third-party fintech integrations.
- Expertise in ITIL v4 service management practices, covering incident, problem, change, and release management.
- Proficiency in SQL and database troubleshooting (Oracle, SQL Server, PostgreSQL).
- Understanding of payment systems integration, including NAMCLEAR, NISS, POS/ATM switching, SWIFT, and ISO 20022 message formats.
- Working knowledge of middleware platforms (e.g., Oracle WebLogic, IBM WebSphere) and API integrations (SOAP/REST).
- Experience with enterprise reporting tools (e.g., Power BI, Crystal Reports, Oracle BI).
- Application performance monitoring.
- Batch job and process scheduling management, using tools such as Control-M, AutoSys, or Unix Cron jobs.
- Basic infrastructure and network troubleshooting skills, including understanding of VMs, DNS, load balancers, and firewalls.
- Awareness of cloud-hosted environments (Azure, AWS) and hybrid application deployments.
- Strong scripting ability for automation (e.g., Python, PowerShell, or Shell scripting).
- Experience with version control systems (e.g., Git, Bitbucket) for application config and codebase management.
- Sound knowledge of application security, user access provisioning (RBAC), and audit log analysis.
- Regulatory compliance knowledge, especially relating to BID-30, BID-34, BID-36, PSD-12, and ISO 22301.
- Strong leadership and team management skills to guide application support teams.
- Excellent problem-solving and analytical abilities, especially under high-pressure system downtime scenarios.
- Effective communication and stakeholder engagement skills, including writing RCA reports, change impact statements, and executive dashboards.

Access Bank Namibia is an equal opportunity employer, offering a competitive salary package. The successful candidate will receive a salary commensurate with their qualifications and experience. If you meet these criteria, please submit your application, including a cover letter, resume, and certified copies of academic certificates, to:

hrnam@accessbankplc.com on or before 25 June 2025, ensuring the position you are applying for is indicated in the subject line. **Kindly note that only shortlisted candidates will be contacted.**

