

POSITION: TEAM LEADER TREASURY SYSTEMS SUPPORT

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: HEAD OF IT APPLICATIONS

JOB PURPOSE STATEMENT

The purpose of this role is to provide oversight, management and leadership of treasury support in regards to ongoing implementation of projects and change, support staff management, strategy and day to day business operation in a manner that ensures proper business operations and Service Level agreements of uptime and performance is attained and maintained at all times.

KEY RESPONSIBILITIES

- Provide leadership and guidance to the Treasury support team members ensuring that the SLAs and Uptime requirements are met.
- Interacting with business stakeholders and having an intimate understanding of the business as well as their requirements at all times with regards to needs and expectations.
- Effective communication to ensure stakeholders are up to date at all times with respect to progress made on high risk production incidents.
- Oversight on the agreed processes and projects to enable daily support functions and project deliverables to be achieved concurrently.
- Play an active part in the Calypso planning and implementations and make sure the support team receives training and updates on changes.
- Collaborate with analysts, integrators, and system owners to ensure standardisation across all the countries for the same functionality.
- Work closely with system vendors, CALYPSO, REUTERS, BLOOMBERG etc. on escalations, issues and system upgrades to ensure compliance with dynamic regulatory requirements.
- Oversee system optimization through system monitoring, analysis and development with respect to the Treasury systems in order to ensure that the system provides the requisite functionality required by business.
- Audit Key systems configurations to ensure generation and maintenance of audit trails for any changes occurring in sensitive databases are captured and secured.

COMPETENCE REQUIREMENTS

- Interpersonal skills to effectively communicate with and manage expectations of internal customers other stakeholders who impact performance.
- Planning and organizing to effectively structure work assignments for timely delivery on system analysis assignments.

- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Technical skills to effectively perform treasury system, business systems and product support activities/tasks in a manner that consistently produce high quality of service.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture.
- Team player and able to work with minimum supervision.
- Ability to adapt to changes in systems and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

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