

POSITION NUMBER : 60010267
JOB TITLE : SYSTEM SUPPORT OFFICER
REPORTS TO : SUPERVISOR
BUSINESS UNIT : IT
LOCATION : BLOEMFONTEIN
POSITION STATUS : PERMANENT
POSITION GRADE : C2

Purpose of the Job

In this role, the main responsibilities include handling incoming and outgoing files from Bankserv Africa, ensuring successful upload into Core Banking Systems, and providing technical support for all systems and software applications. This involves responding to user inquiries, incidents, and service requests, troubleshooting and resolving issues promptly, and ensuring the availability and reliability of systems. Collaboration with various teams is essential for resolving complex issues and implementing system enhancements. Regular communication with users and stakeholders, including status reports, is part of the job, along with monitoring system performance, implementing preventive measures, and managing incidents and service requests through a helpdesk ticketing system following established procedures and service level agreements.

Job Responsibilities

EFT – In and outbound transactions:

- Ensuring the successful uploading as well as sending of EFT files together with the processes in place on the application to meet the requirements of Bankserv and PASA regarding the incoming and outgoing EFT files.
- Thorough knowledge of the Bankserv and PASA requirements
- Splitting and balancing of the incoming SASSA files (SOCPEN as well as SRD payments)
- FCUBS and other applications:
- Parameterisation such as Interest, Fees, application maintenance

Access Management:

- Access for users on FCUBS, Postilion, etc
- Password changes
- Troubleshooting and Resolution: Investigating the root cause of problems, suggesting appropriate solutions and providing assistance and guidance.
- Administration:
- Handle enquiries from personnel, Retail staff, Internal; Audit, external auditors and customers
- Saving of documents
- Daily reviewing of outstanding calls logged.
- Role and access review
- Keeping statistics on various tasks

Hardware, software & network problems:

- Investigate and attend to PC, printer and network problems – following up till the problem is resolved.
- System changes:
- Monitor and assist with system changes when required.
- New implementations:
- Confirm the success of new implementations into any system used in Postbank and report any problems etc immediately.

New Developments:

- Parameter settings of new developments
- Review specifications for new developments or changes to the current applications
- Standby: System Support officers should be available 24/7 to assist with the moving of EFT files and any system related queries experienced

Daily monitoring:

- Daily monitoring of the fitness report for Postbank Bloemfontein
- Uploading of GEFU files on IGPS and UBS
- Assisting the Auditors when required

Qualifications and Experience

- National Diploma in Computer Science, Information Technology or a related field or equivalent experience
- Minimum of 5 years' experience in Systems support within a banking environment.
- Proper knowledge of the EFT (Electronic Funds Transfer) process from start to finish
- Proper computer experience and software knowledge required for proficient use of all applications in Postbank.
- Knowledge of the Postbank Banking Systems such as FCUBS, IGPS, LDAP, SAP, Interchange and Postilion.
- Proven experience in providing support, troubleshooting computer systems and applications.
- Strong knowledge of the core banking screens, functions and working.

Skills and Attributes

Strong communication and interpersonal skills; Working consistently accurate; Certification in relevant technologies (e.g. Microsoft, SAP, etc); Meticulous; Creative; Innovative; Ability to work effectively both independently and in a team environment; Excellent problem-solving skills; Attention to detail and ability to prioritize and manage multiple tasks, Analytical Skills.

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to recruitmentOM@postbank.co.za

Internal applicants only, please forward your Curriculum Vitae to internalrecruitmentom@PostBank.co.za

Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

23 February 2024

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, first preference will be given to candidates from designated groups. Correspondence will be limited to short listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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