

<b>JOB TITLE</b>		<b>TEAM LEAD, DATABASE MANAGEMENT &amp; APPLICATION SUPPORT</b>	
<b>JOB OBJECTIVES:</b>			
<ul style="list-style-type: none"> <li>To drive a support framework that improves operational excellence and efficiency across all business units thereby align IT to the overall business objectives.</li> </ul>			
<b>DEPT/DIVISION:</b>		<b>REPORTS TO:</b>	<b>SUPERVISES:</b>
Information Technology		Head, Technology	<ul style="list-style-type: none"> <li>Application Support Officer</li> <li>Senior Database Engineer</li> </ul>
<b>RELATIONSHIPS:</b>		<b>GRADE:</b>	
End-Users		ME – MGR	
<b>JOB RESPONSIBILITIES:</b>		<b>KEY PERFORMANCE INDICATORS:</b>	
<p><b>Database &amp; Application Support</b></p> <ul style="list-style-type: none"> <li>Responsible for writing and optimizing in-house application database ad-hoc SQL statements, stored procedures and functions.</li> <li>Ensure performance, security and availability of databases with procedures such as database upgrade, backup &amp; recovery, migration and maintenance plan.</li> <li>Knowledge of best practices when dealing with relational databases and data warehouse</li> <li>Responsible for configuration of database engines, troubleshooting common database issues and data store partitioning when necessary.</li> <li>Responsible for database performance tuning and optimization using industry standard tools.</li> <li>Responsible for supporting end-users and acting as first line maintenance engineer in executing application related operational tasks.</li> <li>Work with other developers to debug and fix major application issues.</li> <li>Help in quality assurance and documentation of in-house built applications.</li> <li>Responsible for change management procedures around application upgrade and patch implementations.</li> <li>Work in conjunction with developers in building and deploying additional custom features on existing in-house built business applications.</li> <li>Responsible for enterprise database architecture and scalability</li> <li>Responsible for mentoring and training junior and senior database/ application support engineers</li> </ul>		<ul style="list-style-type: none"> <li>% core business applications availability</li> <li>% of changes to core business applications successfully change-managed</li> <li>Successful daily execution of backup maintenance plan for business-critical databases</li> <li>TAT on Issue Resolution/User -Support</li> <li>% Quarterly incremental improvement in database &amp; application performance</li> <li>% of resolved issues</li> <li># of Cost Saving Initiatives Implemented</li> <li>% Training Evaluation</li> <li>(Internal) Customer Feedback</li> </ul>	
<b>COMPETENCE REQUIREMENTS</b>		<b>APPLICATIONS &amp; TECHNOLOGY</b>	
<p><b>FUNCTIONAL</b></p> <ul style="list-style-type: none"> <li>Critical Thinking, Problem Solving and Analytical Skills</li> <li>Strategy Development and Execution</li> <li>Good Knowledge of Technology (lending applications)</li> <li>Results focused</li> <li>Operations &amp; Maintenance</li> <li>Planning &amp; Organisation</li> <li>Project Management</li> <li>IT Database Management</li> </ul>	<p><b>BEHAVIORAL</b></p> <ul style="list-style-type: none"> <li>Mentoring and Supervision</li> <li>Leadership, Influencing and Negotiation</li> <li>Continuous Learning &amp; Improvement</li> <li>Self-Assured, Confident and Assertive</li> <li>Effective Communication Skills</li> <li>Accountability</li> <li>Attention to details</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Word, Excel and PowerPoint</li> <li>HR Flex</li> <li>Microsoft Navision</li> <li>Creland</li> <li>Mosulend</li> <li>NimbleX</li> <li>Mambu</li> </ul>	
		<b>WORK CONDITIONS</b>	
		<ul style="list-style-type: none"> <li>A typical work environment in financial services.</li> </ul>	

## JOB SPECIFICATION

<b>Educational Qualification</b>	<ul style="list-style-type: none"><li>○ A first degree in Computer science or any related discipline is required</li></ul>
<b>Professional Qualification</b>	<ul style="list-style-type: none"><li>○ ITIL</li></ul>
<b>Desired Experience/ Knowledge</b>	<ul style="list-style-type: none"><li>○ At least 8 years' experience in a similar capacity.</li><li>○ Experience in FinTech development is preferred.</li></ul>