

**Job Description**

<b>Position</b>	Principle Engineer (Customer Service and Corporate Application Support)
<b>Department</b>	IT Operations
<b>Division</b>	Information Services

**Summary of responsibilities**

Managing PayNet non-core systems (e.g ECMS, RSG, Intranet, Auto Billing, Corp Web, Jompay Biller Code) to ensure smooth daily operation as per the SLA. To ensure all assigned task is completed in accordance to specifications and schedule. To provide support for application of the assigned systems.

**Key Areas of Responsibilities**

- To ensure that application support level meet internal & external customer expectations.
- To ensure effective and efficient monitoring, maintenance and performance status of application system.
- To be involved in any migration exercise at Production and Disaster Recovery Environment for the assigned application system, i.e. to perform file configuration change or system/application migration to production system.
- To ensure any migration and changes to Production system is in accordance to the Change Management procedure such that only changes authorized by management are made.
- Lead the team to continuously keep abreast on the latest technology on monitoring tools on application and environmental system and Disaster Recovery set-up.
- Address any problems faced by the user's (internal and external) and provide solutions where possible.
- Perform 1<sup>st</sup> level support, i.e. to analyse problem and to perform problem resolution in accordance to the approved problem resolution procedure and to immediately escalate problem to 2<sup>nd</sup> and 3<sup>rd</sup> level support if problem not included in approved problem resolution procedure.
- Attend calls from Financial Institutions and provide the necessary assistance on any operations matter.
- To track and closely follow-up any problem that occurs in the production environment until the problem resolved.
- To check and verify that files in production environment is in-line with the application baseline configuration document.
- To prepare schedule (weekly, monthly) and ad-hoc statistics report for product.
- To be aware of and uphold their security responsibilities as stated in the company's Information Security Policy.
- To ensure all the information asset processing and day-to-day activities are based on the company's Guidelines on Information Handling and Security Classification.
- Establish communications with other section and department to resolve problem.
- Participate in any new project implementation, with related to the assigned system
- Lead the team for any new application implementation and development improvement.
- Lead in coordinating any Disaster Recovery activities, including updating manual, checklists, minutes of meeting and liaising with banks / users.

## Qualifications

### Minimum qualification

- Experience in SQL Server 2012, .NET, Windows Server 2012
- Experience in design and develop basic SQL statement (CRUD statement, Joins) using SQL Management Studio
- Basic knowledge in design and develop batch scripts using PowerShell or Windows Script
- Familiar with .NET IIS deployment process
- Knowledge & understanding in K2 Five (Advantage)
- Well-versed in Microsoft Applications, Words, Excel and PowerPoint
- Broad experience in conducting research over the Internet
- Have good troubleshooting skills

### **Additional requirement**

- Must be ready to work extra hours when required
- Preferably with disposes in banking background
- Able to work during weekend with minimal supervision
- Have knowledge in MyDebit / Shared ATM Network (not a must)