BOB Financial Solutions Limited is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non–Banking Finance Company (NBFC). BFSL was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BFSL is one among the pioneers in Indian card market and was the first nonbanking company in India to issue credit cards.

The Company's core business is credit card issuance. It also provides support to Bank of Baroda by carrying out its merchant acquiring operations.

Position	Manager / Assistant Manager - IT Application Support
Role & Responsibilities	**Key highlights of the role are listed below (purely indicative and not limiting):** **This position is responsible for managing the day to day production support of IT applications. The Role and responsibilities of this position include:** • Responsible for the day-to-day maintenance of the application systems in operation, including tasks related to identifying and troubleshooting application issues and issues resolution or escalation. • Responsibilities also include root cause analysis, management communication and client relationship management in partnership with Infrastructure Service Support team members. • Ensures all production changes are made in accordance with life-cycle methodology and risk guidelines. • Responsible for coaching and mentoring less experienced team members and or acting as a subject matter expert. • Coordination with external and internal stakeholders to ensure timely execution of task/activity. • Monitor process and software changes that impact production support, communicate project information to the production support staff and raise production support issues to the project team. • Suggest fixes to complex issues by doing a thorough analysis of root cause and impact of the defect. • Prioritize workload, providing timely and accurate resolutions. Perform production support activities which involve assignment of issues and issue analysis and resolution within the specified SLAs. • Provide daily support with resolution of escalated tickets and act as liaison to business and technical leads to ensure issues are resolved in timely manner. • Coordinate with Application Development Team to successfully deploy software releases in both User Acceptance Testing and Production environments • In depth Functional knowledge of the application(s) supported and interdependencies. • This position will typically be used for an advanced or lead level resource.
Job specific skills	**Applicants should possess the following attributes:** • Experience in Application Support and development or related experience covering the

	following: Supporting applications in BFSI Domain, including Credit Card Management, Merchant (POS/ECOM) Acquiring platforms, Origination systems, Digital Payments etc. • Experience in Incident Management, Change Management and Problem Management. • Experience in Infrastructure Support, Configuration and Release Management.. • Working knowledge of Unix, Oracle, Web logic, Java, Apache /OHS • Clear understanding of ITIL framework • Time management, Task Management, Risk/Issues Management • Good communication skills, Presentation skills • Should have handled Onsite/Offshore communication • Should be familiar with various Delivery Models and Project methodologies & processes.
Educational Qualifications	• Graduate / Post Graduate / Professional Degree.
Minimum Experience	• Minimum 3+ years of experience preferably in Banking and Financial Services Sector Companies of repute.
Location of posting	• **Mumbai / Gurgaon** The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. Candidate is liable to be transferred to any other location in India.
Maximum Age on the last date of application	• **50 Years.**
Email to be sent to	careers@bobfinancial.com with subject as **"Manager / Assistant Manager - IT Application Support"**
Website	www.bobfinancial.com
Other Terms	• It may please be noted that company is not bound to call all the applicants for interview. Only shortlisted candidates will be called for selection procedure. • Canvassing, in any form, will result in disqualification of candidature. • In case of any modification in advertisement shall be updated only in Website. • The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons. • Company may conduct background checks/CIBIL check at any stage of process and also call for current compensation detail/qualification documents/past employment proofs for conclusion of recruitment process.
Last Date for application	**04th December 2021.**