

BOB Financial Solutions Limited (BFSL, formerly known as BOBCARDS Ltd.) 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 – IT (Application Support)
Role & Responsibilities	<p>Key highlights of the role are listed below (purely indicative and not limiting):</p> <p>This position is responsible managing the day to day production support of IT applications. The Role and responsibilities of this position include:</p> <ul style="list-style-type: none"> • Lead a team of application support, IT Operations • Manage and own the Incident Management Process • Managed IT initiatives for implementation, roll-out for IT applications like Credit Card, Merchant Management Systems, Customer Service Platforms such as Customer Portal • Technical & Functional support to business and vendors • Participate in requirements and architecture debriefs with the team to assess feasibility of the solution and identify needs for design and implementation • Taking initiatives to provide innovative technology inputs for product setups, operations, marketing etc. • Managing software vendors for developments, delivery, implementation & support etc. • Business co-ordination for all technology matters • Assist with integration of testing tools and procedures with development and build tools and procedures. • Provide input to application/infrastructure scalability • Lead and prioritise team's work load • Plan application releases and configuration changes • Change Management, Incident Management, Implementation, Development & Project Management. • Interact with internal teams and external 3rd party vendors to troubleshoot issues/bugs • Achieve & manage SLAs • Maintain application monitoring, performance tuning and testing • Manage application/patch implementation, backup and roll-back plans • Perform ETL activities on Oracle/SQL Database • Write SQL queries basis requirement of Operation & Business • Ability to drive compliance & process adherence



Job specific skills	Applicants should possess the following attributes: <ul style="list-style-type: none">• Clear understanding of ITIL framework• Enterprise applications and integration with various core applications• Incident and Change Management• Lead Inhouse development projects• Oracle RDB 11,12 - Basic Admin Knowledge.• PL/SQL development – Oracle/ MS SQL (5-7 Years)• BI Reporting Tools (1-2 Years)• Hands on Java and .Net, Operating systems, Web Servers• Process Re-engineering and Automation• Vendor Management• Knowledge and Experience with Software Deployment Lifecycle concepts and application
Educational Qualifications	B.E/B.Tech/MCA/Graduate preferably in Computer science/Information Technology from reputed college/University
Minimum Experience	5 years of experience in Application Support and development or related experience covering: <ul style="list-style-type: none">a. Supporting applications in BFSI Domain, including Credit Card Management, Merchant (POS/ECOM) Acquiring platforms, Origination systems, Digital Payments etc.b. Experience in Incident Management, Change Management and Problem Management.c. Experience in Infrastructure Support, Configuration and Release Management.d. Working knowledge of Unix, Oracle, Weblogic, Java, Apache /OHS
Location of posting	Mumbai 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
Website	www.bobfinancial.com
Other Terms	<ul style="list-style-type: none">• 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.

	<ul style="list-style-type: none">• 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	15th December 2022