

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-493-2021
Company Name	Capital Banking Solutions
Industry	Software Solutions
Vacancy	Senior Support Specialist
Job Type (<i>FT, PT, Contractual, Seasonal</i>)*	Full-time non fixed contract
Major	Information Technology, Computer Science or equivalent.
Years of Experience	Min 5 years of experience in application support and administration related to Banking Industry as well as Software Development
Education	Graduate
Location	Lebanon - Hazmieh
Remuneration & Benefits	Medical Insurance, Social Security, transportation, parking...
Tasks & Responsibilities	<p>Job Summary: Responsible for providing continuous support for the banking solutions running at customer's premises and ensuring a quality of services as per the Customer Service Level Agreement.</p> <p>Job Responsibilities:</p> <ul style="list-style-type: none"> ▪ Handle on daily basis the issues related to banking application support. ▪ Monitor the status of incidents per application support staff. ▪ Ensure proper follow-up on daily administration. ▪ Issue monthly statistic reports about the customer's incidents. ▪ Follow-up with the Development department on the status of application software bugs. ▪ Coordinate with the Consulting team for the installation of new applications. ▪ Provide technical support for the Consulting team when needed. ▪ Ensure technical support for clients upon need in an effective and efficient manner. ▪ Conduct technical training to the clients. ▪ Manage and supervise team procedures, activity and support ticket logging.

JOB POSTING REQUEST FORM

Languages: French, English, and Arabic

Computer skills:

- Office literate (Word, Excel, PowerPoint).
- Excellent knowledge of Unix/Linux and Microsoft environments.
- Good process knowledge of SQL Language and database design.
- Good knowledge of web technologies: REST APIs, Webservices, Carbon Applications (WSO2 framework).
- Good knowledge of Virtualization / Cloud Computing.

Other skills:

- Good analytical thinking & problem solving skills
- Excellent client service skills
- Flexibility & adaptability
- Professional confidence
- Good communication skills
- Good teamwork and cooperation spirit