



CAREER OPORTUNITIES AT EQUITY BANK.

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Rwanda, Kenya, Uganda, Tanzania, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently Equity Bank Rwanda is seeking additional talent to serve in the role of **Application Support Senior Officer (Core Banking and End of Day Operations)**.

APPLICATION SUPPORT SENIOR OFFICER (Core Banking & End of Day Operations)

Job Purpose

The Application Support Senior Officer is responsible for first-level technical and functional support for the organization's business applications. The role involves the operational support, monitoring, and execution of the bank's core banking application and all associated End of Day batch processing activities. This role ensures that EOD processes are completed accurately, on schedule, and without disruption, and that the core banking system remains available, stable, and performance throughout the business day and overnight processing cycles. The officer works closely with IT infrastructure teams, database administrators, business operations, and core banking vendors to resolve application issues, manage batch job scheduling, and maintain the integrity of the bank's daily financial processing cycle.

Key Responsibilities and Accountabilities

1. Core Banking Application Support:

- Provide day-to-day operational support for the bank's core banking system, ensuring high availability and optimal system performance during business hours and EOD cycles.
- Monitor core banking application health, transaction processing queues, and system logs continuously, identifying and resolving issues proactively before they impact business operations.
- Manage and support application user accounts, role assignments, and access permissions within the core banking system in accordance with the bank's security and access control policies.



- Liaise with the core banking software vendor for escalated application issues, patch deployments, version upgrades, and technical support, ensuring timely resolution of open cases.

2. Application Support & Troubleshooting:

- Provide first-level troubleshooting for application errors, login issues, system slowness, and failed transactions.
- Offer immediate workarounds when possible and escalate unresolved issues to second-level or vendor support.

3. End of Day (EOD) Batch Processing:

- Execute and oversee the complete End of Day batch processing cycle for the core banking system, ensuring all EOD jobs are initiated, monitored, and completed successfully within defined processing windows.
- Follow and maintain EOD runbooks and checklists, verifying the successful completion of all mandatory batch steps including interest accrual, charges posting, account balancing, statement generation, and regulatory reporting feeds.
- Perform post-EOD validation checks to confirm the accuracy and completeness of processed data, reconciling key system outputs with expected results before authorizing system sign-off for the next business day.

4. Incident Management and Escalation:

- Act as the primary point of contact for all core banking application and EOD-related incidents, providing first and second-line support, triage, and rapid resolution to minimize business impact.
- Timely response and resolution of incidents, quality of support provided, accuracy in user management, adherence to SLAs, compliance with audit standards, and stability of daily operational activities.
- Follow defined incident management procedures, logging all incidents and service requests accurately in the ITSM platform, and escalating unresolved issues.



5. System Monitoring and Performance Management:

- Continuously monitor core banking application performance metrics, server resource utilization, database response times, and network connectivity to detect and address performance degradation proactively.

6. Change and Release Management:

- Review and assess core banking changes, patches, and upgrades, including EOD impact and verification requirements.

7. Backup, Recovery, and Business Continuity:

- Ensure that core banking application data and configuration backups are performed as scheduled, verifying successful completion and escalating failures to the database and infrastructure teams.
- Support the testing and execution of core banking disaster recovery (DR) procedures, participating in periodic DR drills.

Qualification, Experience, Skills, and Attributes

Education:

- Bachelor's degree in computer science, Information Technology, Information Systems, or a related field.

Experience:

- Minimum of 2 years of experience in application support or IT operations.

Certifications (Preferred):

- Oracle Certified Associate (OCA) or Microsoft SQL Server certification for database awareness.

If you meet the above requirements, submit your application quoting the job opportunity you are applying for as subject of your email through the link below by **27th April 2026**. Please include detailed Curriculum Vitae (in Word version or Pdf version not Pdf image), copies of the relevant certificates, testimonials, and daytime telephone contact and email address. **Only short-listed candidates will be contacted.**

Email to:

https://equitybank.taleo.net/careersection/int_new/jobsearch.ftl?ftlcompclass=LoginComponent&lang=en

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.