

VACANCY NOTICE

Pearl Bank is a Commercial Bank whose purpose is fostering prosperity for Ugandans. Our high impact goals are driving sustainable financial inclusion and stimulating entrepreneurship and service. The Bank is growing and giving opportunity for its competent and achievement driven employees as well as the public to fill up the role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: FINTECH APPLICATIONS OFFICER

REPORTS TO: MANAGER FINTECH APPLICATIONS

JOB PURPOSE

- The job holder is responsible for the proactive identification, isolation, and resolution of issues in the Mobile Wallet & FinTech Applications space.
- He/she must ensure platform's uptime and services availability, attend to customer trouble tickets escalated from front end teams within SLA and ensure efficient operations & maintenance of the Wallet & FinTech Applications.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Monitor IT FinTech Applications uptime & performance through monitoring tools, alerts, dashboards etc.
- Analyze and resolve FinTech application related issues which have been escalated from bank level 2 support team during operations and maintain proper documentation/logs for resolution provided.
- Coordinate with FinTech Application vendors support in case of product bug/enhancement requirement and follow up with the vendor for early resolution and solution.
- Own all FinTech Application related calls, problems and incidents assigned in the BT Service desk system to carry out problem investigation and analysis, follow up with the respective teams and update the status with issue resolution and follow ups for closure.
- Plan, coordinate and implement security measures to safeguard the Bank's FinTech applications platform against accidental or unauthorized access or modification to the system.
- Manage, configure, and optimize FinTech applications' integration with internal and external applications.
- Gather system enhancement, data extract requests and reporting requirements from system users and work closely with the Business Technology team to develop detailed technical requirements and resulting specifications.
- Any other duties duly assigned from time to time by the line manager.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seek new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelors in IT, Computer Science or Business, Software Engineering, Electrical Engineering, Telecommunications Engineering, and related fields.
- Certification in an IT related course is of added advantage.
- Practical training in IT-related short courses.
- A minimum of 2 years' experience in IT department in a busy organization.
- Advanced knowledge in dockerization and containerization.
- Advanced knowledge in Unix/Linux operating systems.
- In depth experience in SQL, and DBMs (Oracle, SQL Server, PostgreSQL, MySQL).
- In depth experience in Windows Operating systems
- Programming experience (Python, C#, PHP, JS, Java etc.).
- Ability to troubleshoot and solve user problems.
- Scripting knowledge.

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief People & Strategy Officer**, Pearl Bank Uganda.
- Send application to **hr@pearlbank.com** with job title as subject.
- Closing Date: **Monday 27th April 2026 at 5:00pm.**
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer