



FUNCTION PROFILE

Senior Officer ICT Department - Functional AM Payments & Internet banking

Introduction Amsterdam Trade Bank

Amsterdam Trade Bank N.V. (since 1994) is a fully owned subsidiary of Alfa Bank. It provides standard and tailor-made products in the field of Russia and CIS related trade and structured finance, corporate banking, treasury and international money transfers. Through the extensive network of parent Alfa Bank, one of Russia's largest private banks, Amsterdam Trade Bank has a profound knowledge of the Russian and CIS business environment.

Amsterdam Trade Bank is the biggest bank with private Russian capital operating within the European Union. Amsterdam Trade Bank is supervised by the Dutch Central Bank (De Nederlandsche Bank) and carries out its activities in strict accordance with all Dutch banking regulations.

Over the years, Amsterdam Trade Bank has built up a reputation of a reliable partner for international financial institutions, Export Credit Agencies, large European producers and exporters to Eastern Europe as well as for importers and exporters in the Russian Federation and CIS countries. Subsequently the bank's financial results show a rapid increase on the back of excellent performance and the importance of its strategic purpose within the Alfa Group.

Introduction Department

Within Amsterdam Trade Bank IT is part of the primary process. This implies that IT needs to be solid and secure. The requirements of the availability of the systems are high. This means that all critical systems are duplicated in a disaster recovery site. The IT Department consists of the following divisions:

- Application Management & Development
- Operational Services
- Project Management

The Application Management and Development group is, responsible for the development of interfaces and software to solve needs that raise from the business. Further more they are able to investigate processes, identify potential improvements and to translate this to amendments in the supporting information systems.



Specific job responsibilities

- Responsible for functional application management on payments and internet banking (related) systems; being the bridge between business and IT
- Provide 2nd-line application support for the payments and internet banking related systems
- Act on requests from the 1st line support-team, follow and chase the correct (incident) procedures within the departments and keep in contact with the requestor
- Proactively solve application related questions and issues including escalating to other (IT) support groups when needed
- Formulate requests for changes (RFC), perform impact analysis, perform acceptance testing according to Amsterdam Trade Bank's development procedures (DTAP) and co-ordinate RFC delivery and align with our external software vendors
- Keep procedural documentation concerning support up-to-date
- Provide the information for an adequate IT performance reporting;
- Provide (within IT and the team) proposals how to improve the (support) processes
- Work early- and late shifts as well as occasionally during weekends
- Coach (junior) IT Officers Functional Application Management
- Train the business on using the application
- Participates in projects:
 - Prepare implementation plan together with a project leader
 - Reports on the risks and progress of projects
 - Assist project test teams with issues raised in the test environments and proclaim the practical use of the application(s)
 - Project evaluations.
- Responsible towards his/her Manager or Department Head for specified business area.
- Responsible for completing the goals set together with his/her Manager or Department Head
- Supports the implementation of new regulations, procedures and projects
- Adapts him/herself to the values, norms and behavioural codes of ATB

Requirements

- Ambitious professional with a high school (HBO) or university degree in Information Technology or Business Engineering



- At least 5-7 years relevant experience in the area of Functional Application Management
- At least 2-3 years experience with (foreign and domestic) payments process and payment infrastructures
- Familiar with Swift (alliance/gateway)
- Familiar with Misys banking solutions e.g Equation will be considered to be a plus
- Good knowledge of banking instruments, procedures
- Knowledge of (and preferably a certification in) BiSL and/or ASL
- Knowledge and working experience in requirements management, test management and information analysis
- Fluent communication skills in English (both verbally and in writing)
- Fluent in Dutch, Russian or a Central Eastern European language will be considered a plus

Skills & competencies

- Excellent communication skills
- Pro-active, self starting approach
- Good analytical skills
- Capable to work in a small team and to take ownership
- Able to work accurately, under high pressure within fixed and short timeframes
- Result and quality oriented
- Customer oriented
- Good organizational skills
- Team player
- Customer oriented