



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. In line with our continued growth, the Bank is pleased to offer an exciting career opportunity to competent and results-driven employees and members of the public to apply for the vacant role.

POSITION DESCRIPTION

JOB TITLE: APPLICATIONS SUPPORT OFFICER

REPORTS TO: MANAGER BUSINESS APPLICATIONS

JOB PURPOSE

- The job holder will be responsible for the proactive identification, isolation, and resolution of issues in the business applications space.
- The incumbent will ensure platforms' uptime and service availability, attend to customer trouble tickets escalated from front-end teams within SLA, and ensure efficient operations and maintenance of the business applications.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Monitor IT applications' uptime and performance through monitoring tools, alerts, dashboards, etc.
- Analyze and resolve application-related issues which have been escalated from the bank Level 2 support team during operations and maintain proper documentation/logs for the resolution provided.
- Coordinate with application vendor support in case of product bug/enhancement requirement and follow up with the vendor for early resolution and solution.
- Own all application-related calls, problems, and incidents assigned in the IT service desk system; carry out problem investigation and analysis, follow up with the respective teams, and update the status with issue resolution for closure.
- Schedule, plan and execute the installation and testing of new products, upgrades, patches, or improvement to the applications.
- Gather system enhancement, data extract requests and reporting requirements from system users and work closely with the Information Technology team to develop detailed technical requirements and resulting specifications.
- Maintain banking systems performance by performing proactive system capacity and availability monitoring and analysis, performance tuning, troubleshooting network problems, and escalating problems to the vendor.

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: **Friday 02nd October 2026** at **5:00pm**.
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer