

## Core Banking and Applications Division

### Non-Core Application

#### Position: Technical Support

##### ⚡ Key Responsibilities

- Provide technical support for non-core applications/ database administration and internal PHP-based website.
- Troubleshoot and coordinate resolution of incidents with internal teams and vendors.
- Support deployments, patching, and maintenance activities.
- Maintain documentation including SOPs, support records, and change logs for both

##### ⚡ Applications and Databases.

###### JIRA Configuration & Administration

- Provide technical support for JIRA access, usage, and issue logging.
- Coordinate with system administrators for JIRA upgrades and integrations.

##### ⚡ QA Testing & API Validation

- Conduct manual functional testing for applications, defect resolution, and retesting.
- Perform API testing (REST/SOAP), using tools such as Postman or equivalent.

###### Internal & External Communication

- Communicate professionally in Myanmar and English with business users, technical staff, and vendors.
- Gather and clarify user requirements or issues.
- Provide timely updates and clear status reports to stakeholders.
- Act as a liaison between internal teams and external support vendors.

##### ⚡ Requirements (Education & Experience)

- Diploma or bachelor's degree in IT, Computer Science, or a related discipline.
- At least 3 years of experience in application support, database management, technical QA, or IT service delivery.

###### Technical Skills

- Good working knowledge of PHP and related web technologies (HTML, CSS, JavaScript).
- Hands-on experience with database management systems (MySQL or MSQL).
- Ability to write and debug SQL queries and manage data-related issues.
- Experience with JIRA administration.
- Familiar with QA testing and API testing tools (e.g., Postman, SoapUI).
- Understanding of application architecture, UAT/live deployments, server environments, and troubleshooting.

#### Communication & Soft Skills

- Excellent verbal and written communication in Myanmar and English.
- Strong interpersonal and coordination skills for cross-team collaboration.
- Proactive, detail-oriented, and capable of managing multiple responsibilities.

#### Preferred (Nice to Have)

- Experience in banking, fintech, or enterprise IT support.
- Knowledge of ITIL or helpdesk/service management practices.
- Familiarity with Confluence, SQL scripting, or automation tools for testing and deployment.