



FINANCE TRUST BANK

JOB OPPORTUNITY

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully-fledged commercial bank serving a clientele of over 500,000 depositors and over 37,000 borrowers, through a network of 34 branches country wide. The bank offers a variety of Products and services including; Savings, Current accounts, Loans, Money transfer services and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth.

In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

Business Applications Administrator

This position reports to Manager, Business Applications & Services and will be based at the Head Office of the Bank.

Role of the Job:

The Business Applications Administrator is responsible for providing Level 1 support for business-critical applications that enhance operational efficiency and risk management across the bank. This role ensures optimal system performance, user satisfaction, and compliance with internal standards for documentation, resilience, and security.

Key Result Areas:

Application Support & Maintenance.

- Provide Level 1 support for business applications in the Operational Efficiency & Risk Management Category (e.g., HR, Legal, Procurement, Inventory, Service Management, Audit automation, etc.).
- Log, track, and escalate incidents and enhancement requests to vendors or internal developers where applicable.
- Monitor application performance, identifying and proactively resolving bottlenecks to ensure optimal functionality.
- Monitor system health and usage metrics, generate reports on system performance, incidents, and user feedback for management review.
- Support the implementation of system upgrades and enhancements, ensuring minimal disruption to operations.
- Coordinate and/or participate in user acceptance testing (UAT) to validate new features or updates.

Documentation & Knowledge Management.

- Maintain up-to-date and comprehensive documentation, including User Guides, Administration Manuals, and Architectural Maps, ensuring accuracy and accessibility.
- Document system configurations, processes, and changes for audit and compliance purposes
- Ensure knowledge base articles are available and accessible to end-users.

User Training & Adoption;

- Conduct training sessions and create training materials to ensure end-users are proficient in application usage.

- Act as a liaison between users and technical teams to ensure smooth adoption of applications
- Provide ongoing support to enhance user adoption and address skill gaps.

Business Continuity & Resilience:

- Implement and test BCP (Business Continuity Planning) configurations for all supported applications.
- Participate in periodic disaster recovery drills, ensure system readiness, and document outcomes to meet regulatory and operational standards.

Security & Compliance:

- Address identified system vulnerabilities promptly, coordinating with the respective teams to implement patches and updates.
- Ensure applications comply with internal IT security and risk management policies.

Any other duties may be reasonably assigned by the supervisory chain.

Minimum educational and technical competence requirements:

- Bachelor of Science degree in Computer Science, Information Technology, Business Computing, Computer Engineering, Software Engineering, or related field
- ITIL Foundation Certification is an added advantage
- CompTIA Security+ (for security awareness) is an added advantage.
- Any relevant vendor-specific certifications are an added advantage
- Training in project management, process reengineering, or data analytics is an added advantage
- Minimum of two (2) years of experience in IT systems support, preferably in banking or financial services, with hands-on experience in application and/or database systems support.
- Strong understanding of business process automation tools and platforms.
- Basic understanding of database queries and system architecture.
- Knowledge of network protocols, cybersecurity principles, and database management.
- Experience with monitoring tools, ticketing systems, and IT service management (ITSM) processes (Familiarity with ITIL practices is a plus).
- Excellent troubleshooting and analytical skills.
- Ability to work independently with minimal supervision, pro-activeness, self-drive, and initiative.
- Customer-centric mindset with a passion for improving internal and external user experience.
- Adaptive to changing priorities and open to innovation.
- Ability to work under pressure and to meet deadlines.
- Detail-oriented and organized in handling multiple tasks and priorities.
- Ability to communicate effectively with both technical and non-technical stakeholders
- Strong written and spoken communication skills.
- Person of integrity.
- Flexibility and willingness to work long hours, including evenings and weekends

Position carries an attractive salary and benefits package.

Applications:

Suitably qualified candidates should address their application to Head of Human Resource, Finance Trust Bank, TWED PLAZA, Plot 22B, Lumumba Avenue, Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic documents, CV and application letter indicating your salary expectation. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Closing date for submission of the applications is **27th November 2025**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 or 0414 341275 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.

Finance Trust Bank is an equal opportunity employer, all qualified applicants will be considered without regard to certain protected characteristics.