



## Mission

To invest in the dreams of families in the world's underserved communities as we proclaim and live the Gospel.

## Method

We share the hope of Christ as we provide biblically based training, saving services, and loans that restore dignity and break the cycle of poverty.

## Motivation

The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

# Applications Specialist

## JOB DESCRIPTION

The applications specialist brings expertise in core banking systems and other banking applications to the HOPE International network of programs. HOPE International and HOPE Advancement Rwanda are engaged in supporting, training and empowering country level staff and ensuring the effective deployment IT applications that aid the accomplishment of HOPE's mission.

<b>LOCATION:</b>	Kigali, Rwanda; other geographies possible for consultancy
<b>BAND:</b>	Senior Professional
<b>DEPARTMENT:</b>	Technology – Core Banking Systems & Applications
<b>REPORTS TO:</b>	Senior Applications Specialist
<b>CATEGORY:</b>	Full-time local or expatriate employee, or consultant (pending location)

# FULL JOB SUMMARY

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The applications specialist will have responsibility for ensuring the effective deployment and support of Temenos T24 and other banking applications in HOPE's network of microfinance institutions and banks. This is accomplished through enhancing the parameterization of T24 to support the needs of management teams, assisting in new system deployments, fixing problems as they arise, and training and equipping country level staff.

## RESPONSIBILITIES

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Promote and fulfill the mission and vision of HOPE International.

### **System Development & Implementation**

Utilize expertise in T24 to assist in the configuration and parameterization of T24 in new deployments so as to maximize effectiveness of the system and ensure that appropriate functionality is utilized

Develop, enhance, and customize T24 AA modules, products, and lifecycle events

Work on AA Contracts, AA Components, L3 customizations, and COB activities

Assist in development and implementation of both in-house and third-party core banking software integrations to T24

Recommend improvements to existing T24 technical and business processes in order to ensure the effective fulfillment of functional requirements

### **Equip Country-Level T24 Support Staff**

Provide training, advice and mentoring to country-level T24 support staff

Approach each problem with an attitude of service and take every reasonable opportunity to turn projects into teaching moments

### **Provide Effective Second Level Support**

Respond in a timely fashion to the real-time support needs of programs, resolving problems and minimizing disruption to banking services

Provide proactive mitigation of potential problems by identifying system risks and reconfiguring T24 to prevent either system malfunction or a mismatch of system capabilities with program needs

Learn and support integrated digital financial applications such as mobile payment products and web-based T24 front ends

Provide technical assistance and support for incoming queries and issues related to core-banking systems and other systems used by HOPE-led financial institutions.

## Center of Excellence

Maintain expertise in recent releases of T24 MCB so as to serve the HOPE Network as a center of excellence for T24 best practices and functionality

## Other

Perform other technical assistance functions as necessary, including responding to information requests from other departments

# QUALIFICATIONS

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Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

Bachelor's degree in computer science or related field;

5-10 years of experience supporting T24 in commercial or microfinance banks, with specific experience with T24 AA required

Strong organizational skills, including effective time management and prioritization of competing demands/multiple deadlines

Excellent project management skills

Strong analytical and problem-solving skills

Ability to conduct comparative analysis and prepare recommendations for presentation to senior leadership

Cross-cultural intelligence and communication skills

Experience with Excel and other Microsoft Office Suite products

Fluent in English

Proficiency in French preferred

Extended cross-cultural living experience preferred

# HOW TO APPLY

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Apply online at <https://www.hopeinternational.org/take-action/careers>. Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquiries.