

**Job#:** FAS SIN-037

**Location:** Singapore

**Position:** Finacle Application Support

### **POSITION SUMMARY:**

The Finacle Application Support will be assisting the Finacle user in application issues during the business operations. They will also be supporting the user for resolutions of end of day related issues as well as resolve issues within the SLA timelines. This individual will be required to understand the company's policy and related product setup in Finacle and liaison with the company's core team to answer end users queries, if required.

### **KEY ACCOUNTABILITIES:**

- Assisting Finacle user for application issues during the business operations
- Assisting user and supporting for resolutions of end of day related issues.
- Resolve issues within the SLA timelines.
- Understand the company policy and related product setup in Finacle and liaison with company's core team to answer end users queries, if required.

### **QUALIFICATIONS / SKILLS REQUIRED:**

- 5+ years' experience supporting Finacle
- Working experience with Finacle Wealth Management solution (WMS)
- Working experience with CIF module
- Must have good communication skills (verbal and written)
- Experience supporting Finacle Version 10

Nice to have:

- Knowledge of Finacle Version 11
- Experience with Finacle LMS

### **EDUCATION:**

- Bachelor's Degree in the field of Information Technology

Please submit your updated resume to: [resumes@agglobeservices.com](mailto:resumes@agglobeservices.com)