



ABOUT FCM BANK

FCM Bank Ltd, headquartered in Swatar, Malta, is a growing financial institution with an expanding presence in the Czech Republic and Germany. We provide lending solutions including working capital, real estate, project finance, and investment loans.

In addition, we offer deposit products for both individual and corporate clients. At FCM Bank, we focus on building long-term relationships, delivering reliable service, and supporting our clients with a genuine commitment to their success.

FCM Bank is looking for a business-minded and technically strong **IT TECHNICAL LEAD** to drive the stability, performance, and evolution of its Temenos Transact Core Banking Platform.

This role combines technical leadership, stakeholder engagement, vendor governance, and service excellence to ensure the bank's core banking environment continuously supports business growth and operational efficiency.

KEY RESPONSIBILITIES

- Partner with the Core Banking Service Owner to oversee Level 1 support operations and ensure rapid issue resolution.
- Maintain high availability, reliability, and optimal performance of critical banking applications.
- Lead incident and problem management activities, coordinating effective resolutions and escalation paths.
- Act as the key technical interface between business stakeholders and IT teams, translating operational needs into practical technology solutions.
- Advise users and support teams on platform capabilities, best practices, and system functionality.
- Coordinate release cycles, upgrades, deployments, and change activities across the core banking landscape.
- Ensure robust testing, validation, risk mitigation, and rollback procedures are embedded in every release.
- Govern the Managed Service Provider (MSP) relationship, ensuring delivery quality and operational excellence.
- Monitor vendor performance against agreed SLAs and KPIs while driving continuous service improvement.
- Collaborate with third-party partners on maintenance activities, enhancements, and issue remediation.



QUALIFICATIONS/REQUIREMENTS

- At least 3 years in technical leadership, application support, or related IT roles
- Solid background in:
 - Service Desk Operations
 - Managed Service Provider (MSP) environments
 - Business stakeholder engagement
- Familiarity with Java-based applications and platforms
- Financial services sector exposure is considered a strong advantage
- Knowledge of **Temenos Transact** is highly desirable, though not mandatory
- ITIL, Application Development, or other IT Service Management certifications are viewed favourably
- Project Management credentials (PMP, PRINCE2, or equivalent) are highly valued

KEY SKILLS & COMPETENCIES

- Strong technical troubleshooting and analytical skills
- Excellent communication and stakeholder management abilities
- Proven ability to bridge business and technical domains
- Knowledge of IT service management frameworks (ITIL)
- Experience in release and change management processes
- Ability to manage vendor relationships and service performance

BENEFITS (in addition to the statutory employment conditions):

- Health insurance cover under the 'Private Hospital Scheme' and Dental Insurance cover
- Staff home loans at beneficial rate - subject to successful probation
- Training and Development budget
- Company Events and team-building activities
- Discretionary annual Bonus based on individual KPIs and company results

If you are interested in being considered for this position, please send a cover letter and CV to vacancy@fcmbank.com.mt