

Position: Batch Operator

Reports to: Senior Systems Administrator

Employment Type: Full-Time

Location: Belize City

Job Purpose: The Batch Operator/Technician performs accurate processing of the centralized data processing activities including, but not limited to, the End of Day (EOD) batch procedures and data transfers in the different environments such as the host server, branch servers and AS/400 server. He/she provides strong technical help desk support in the control, implementation and maintenance of the bank's computer operations.

Responsibilities include, but are not limited to:

- Perform all duties related to backup, archiving, distribution and directory maintenance of information systems data and reports
- Perform duties related to LAN infrastructure including installation/configuration/upgrading of PCs and peripherals and network cabling and installation
- Identify and resolve miscellaneous systems problems
- Provide high standard of response to day-to-day inquiries, system change requests, alerts, and related operational problems received via telephone and/or written communications from business users, also ensuring documentation, follow-up and appropriate actions/escalation where necessary
- Ensure sound knowledge of contingency plans for all computer centers of the Bank
- Ensure that all policies and procedures related to responsibilities are accurately documented in such a manner so as to enable easy transition of responsibilities to another employee with the minimum amount of disruption to the smooth flow of operations
- Maintain sound knowledge of user documentations developed for all applications and all other computer related literature available for better working knowledge

Education and Work Experience Requirements:

- An Associate's degree in Computer Science or a related technical field from an accredited educational institution
- Experience in troubleshooting basic hardware and software problems

Knowledge, Skill & Ability Requirements:

- Knowledge of Windows Operating System
- Strong business process and project management skills
- Strong organization and time management skills with the ability to set priorities and meet deadlines
- Strong problem solving skills with the ability to balance solutions with time, cost, and human resources
- Effective verbal and written communication skills
- Ability to multi-task and work independently in a fast paced environment
- Ability to teach, mentor, and share knowledge effectively with other team members
- *Ability to work nights on a rotated shift*

Application Requirements:

- Application Letters and Resume/CV
 - Social Security ID
 - Reference Letters
- Degrees and Diplomas/Certifications
 - Police Record

*Applications omitting any of the required documents will be considered incomplete and will not be considered.

Qualified applicants can send their résumés/CVs to:

*Human Resources Department
Belize Bank Ltd.
21 Regent Street
Belize City, Belize*

*Or Email: careers@belizebank.com
Re: Batch Operator, Information Systems Department*

Deadline for applications is September 22, 2023