

Position: Systems Administrator Level 1

Reports to: Systems Administrator Level 2

Employment Type: Full-Time

Location: Belmopan

Job Purpose: The Systems Administrator L1 provides assistance in the configuring, supporting and monitoring of the test and production environments.

Responsibilities include, but are not limited to:

- Install, configure, and maintain the Bank's various computers systems, applications and firewall. This includes system and application upgrades, updates, and patches
- Manage all bespoke and commercial off-the-shelf applications in collaboration with the Software Engineers and the System Administrators
- Configure and support complex software application issues experienced by end users promptly and professional
- Collaborate to diagnose and resolve complex software application issues escalated by members of the development team
- Document processes and procedures for training IT team and end users
- Support management with IT requests and potential new implementations
- Ensure that all policies and procedures related to responsibilities are accurately documented in such a manner to enable an easy transition of responsibilities to another employee with the minimum amount of disruption to the smooth flow of operations
- Explore the industry for technological developments that are relevant to the Bank's business
- Manage solutions for complex and unexpected situations

Education and Work Experience Requirements:

- Minimum of a Bachelor's degree in Information Technology, Computer Science or equivalent combination of education
- Minimum three (3) years' work experience in Applications, Network, or Systems Administration
- Knowledge of the banking industry in Belize and general regulatory guidelines mandated by the Central Bank of Belize
- Knowledge of systems and networking software, hardware, and networking protocols
- Working knowledge of virtualization, VMWare, or equivalent
- Experience with scripting and automation tools

Knowledge, Skill & Ability Requirements:

- Very strong interpersonal and verbal/written communication skills
- Strong organization and time management skills with the ability to set priorities, follow-up and meet deadlines
- Ability to multi-task and work independently in a fast-paced environment
- Strong problem solving skills with the ability to balance solutions with time, cost and human factors

- Ability to maintain professional maturity/composure in stressful situations
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including knowledge of security, storage, data protection, and disaster recovery protocols
- Strong business process and project management skills
- Ability to maintain confidentiality to the highest priority in all functions at the Bank
- Ability to think strategically and manage and influence change

Please note that relevant work experience may compensate for academic qualifications

Application Requirements:

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

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

Interested candidates can send a cover letter and résumé to:

Human Resources Department
Belize Bank Limited
21 Regent Street
Belize City, Belize

Or Email: careers@belizebank.com

Deadline for Submission: April 12, 2024