

Position: Systems Administrator L1

Location: Information Systems Department, Belize City

Employment Type: Full-Time

Reports to: Systems Administrator L2

Job Purpose:

The Systems Administrator I is responsible for the maintenance, configuration, and reliable operation and integrity of the Bank's computer systems, storage devices, network servers and test environments.

Key Responsibilities and Duties:

- 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:

- 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
- Experience with scripting and automation tools

Knowledge, Skills and Abilities

- Knowledge of the banking industry in Belize and general regulatory procedures mandated by the Central Bank of Belize
- Knowledge of systems and networking software, hardware, and networking protocols
- 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

Interested and qualified candidates can send a cover letter and résumé to:

Human Resources Department Email: careers@belizebank.com

(Subject: Systems Administrator L1, Information Systems Department)

DEADLINE FOR APPLICATIONS is May 5, 2025

*A valid Police Record will be required for an offer to be made to a successful candidate