Position: Service Delivery Engineer
Location: Information Systems Department – Belize City
Employment Type: Full-Time
Reports to: General Manager – Information Systems Department

Job Purpose:

The Service Delivery Engineer is responsible for the analysis of business opportunities and requirements and scoping/designing appropriate IT solutions to meet them. The position is to use appropriate prototyping, design, and project management methodologies against business requirements to identify new information systems, as well as the changes to existing systems. The Service Delivery Engineer supervises a Development Team and implements standards and procedures for software development used by the Bank. The position oversees the Change Management Sub-Committee to ensure that all development work is done in alignment with the Architecture roadmap, prioritized, resourced, and built according to the IT Governance guidelines established.

Key Responsibilities and Duties:

- Lead the planning, development, testing, deployment, and maintenance of enterprise software systems.
- Ensure alignment with approved enterprise architecture models and IT strategies.
- Supervise and support the Development Team, managing workload priorities and performance.
- Oversee software development projects, ensuring quality and timely delivery.
- Champion IT change management, release governance, and software development lifecycle (SDLC) best practices.
- Collaborate with internal stakeholders, including Business Analysts, System Administrators and security teams, to deliver secure and effective IT solutions.
- Stay abreast of emerging technologies to identify and implement process improvements and innovation opportunities.
- Provide executive-level reporting and support decision-making through research and analysis.
- Document policies, procedures, and technical standards to ensure continuity and operational resilience.

Knowledge, Skills and Abilities

- In-depth knowledge of SDLC, enterprise architecture principles, and IT governance practices.
- Proficiency in systems analysis, solution design, and the implementation of secure, scalable applications.
- Strong leadership and team management skills with a proven ability to supervise software development teams and projects.
- Excellent problem-solving, critical thinking, and decision-making abilities in complex and dynamic environments.
- Strong project management and organizational skills, with the ability to balance competing priorities.
- Effective verbal and written communication skills, including experience in executive reporting and cross-functional collaboration.
- Ability to translate business requirements into technical solutions and drive continuous improvement through innovation.
- Familiarity with emerging technologies, infrastructure standards, and release/change management processes.

Interested candidates can send a cover letter and résumé to:
Human Resources Department Email: careers@belizebank.com
(Subject: Service Delivery Engineer, Information Systems Department)

DEADLINE FOR APPLICATIONS is June 18, 2025

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

Only shortlisted candidates will be invited for an interview. If you do not hear from us within two (2) weeks of the application deadline, we encourage you to apply for future opportunities with us.