

**Position:** Business Analyst

**Unit:** Process Optimization

**Employment Type:** Full-Time

**Reports to:** Manager, Process Optimization

**Job Purpose:**

The Business Analyst plays a critical role in bridging operational business needs with information systems to ensure efficient, compliant, and technology-enabled banking operations. This position works closely with the Information Systems Department, Department Heads, and branch teams to analyze and improve business processes, support system configurations, and enhance operational effectiveness. The Business Analyst also supports business continuity coordination, operational risk management, and the effective implementation of bank policies, procedures, and best practices across the organization.

**Key Responsibilities and Duties:**

- Serve as the liaison between Operations, Information Systems, and branch teams to align business needs with technology solutions.
- Analyze, document, and improve banking operations, workflows, and procedures.
- Support system configurations, upgrades, and bank-wide system implementations.
- Conduct operational and branch assessments to identify gaps, ensure compliance, and recommend improvements.
- Develop and apply KPI-based tools to measure operational effectiveness and efficiency.
- Coordinate and maintain the Bank's Business Continuity and Emergency Preparedness programs.
- Monitor operational risks and ensure compliance with internal policies, AML, and security requirements.
- Provide training, guidance, and ongoing support to branches and departments.
- Deliver high-quality internal and external customer service while supporting continuous improvement initiatives.

**Education & Experience:**

- Bachelor's degree in Business Administration, Information Systems, Computer Science, Operations Management, or a related field. Ongoing professional development in banking operations, information systems, or risk management is an asset.
- Three (3) to five (5) years of experience in banking, with demonstrated exposure to banking operations, systems usage, and cross-departmental collaboration. Experience in business analysis, systems support, or business continuity planning is an asset; however, training will be provided.

**Knowledge, Skills & Abilities:**

- Strong understanding of banking operations, products, and systems.
- Familiarity with business continuity planning, operational risk, and regulatory compliance (including AML and security procedures).
- Excellent business analysis, problem-solving, and process documentation skills.
- Effective communication, stakeholder engagement, and training abilities.
- Strong organizational, time-management, and multi-tasking capabilities.
- Ability to work independently and collaboratively, provide operational support, and implement technology-enabled improvements.
- Professionalism, confidentiality, and a strong customer service orientation.

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

People & Culture Department Email: [careers@belizebank.com](mailto:careers@belizebank.com)

(Subject: External Job Posting - Business Analyst - Process Optimization Unit)

**DEADLINE FOR APPLICATIONS is February 6, 2026 at 11:59 pm**

*\*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.*