

JOB DESCRIPTION

Position: Senior IT Officer

Code: DBS_1255

Salary: G8/G9

Department: Main Office

Location: Upolu

Rate: \$36,027/\$48,517 p.a max

Position Primary Objective:

To ensure the progressive evolution of the Banks Systems as well provide adequate and quality support to the DBS Local Area Network and users to ensure these information systems are working effectively and efficiently to support the operations and reporting functions:

Duties & Responsibilities:

1. User Support & Troubleshooting

- Daily Attend to user tickets assigned from DBS HELPDESK System
- Provide Support Service and Maintain Uptime for all DBS Main Systems (LMS, Attaché, GL)
- Support and troubleshoot Network Infrastructure (Both LAN-Local Area Network and WAN- Wide Area Network)
- Install and carry out Configurations as needed for both DBS Hardware and Software
- Implement Network Security at the strict level to ensure safe and integrity of applications, system infrastructure, hardware and IT resources of the Bank

2. Monitoring & Update

- Monitor and maintain all IT Equipment Devices, software applications and hardware
- Monitoring of DBS Main Systems to be online at all times and advise Manager MIS of any issues that need immediate attention
- Monitor Compliance for Updates and Patching Management for all systems
- Monitor and update Website to ensure the information available is reliable, accurate, timely and complete for viewing by stakeholders and interested parties

3. Documentation

- Ensure the DBS MIS Asset register is up-to-date to account for all MIS Inventory
- Enforce and Maintain Policies, regulations, and procedures relevant to the maintenance of IT Services and IT Equipment
- Update and review Computer Usage Log and report on potential misuse and abuse of systems and computer resources

4. Backup, Security And Recovery

- Must be able to carry out SQL (Structured Query Language) tasks -for database queries and good knowledge of Database backups and restoration
- Ensure that backups are conducted on a daily, weekly, monthly, annually basis

- Test and Verify Backups for backup restoration for both Primary and Offsite Locations
- Ensure that Disaster Recovery Plan and Pandemic Plan is tested periodically to minimize downtime and ensure Efficiency

5. IT Administrative, Leadership and Management

- Support and assist MIS Manager to plan and lead activities of the MIS Team ensuring it is reflected in the DBS Current Corporate Plan and oversee the resourcing and management of the Team when MIS Manager is not available.
- Ensure work plans and capacity-building plans are in place for supervised staff.
- Assist Manager to Collaborate with stakeholders (Internal and external) in drafting/reviewing ICT policies for DBS
- Maintain a high level of customer service and satisfaction for DBS and its customers through provision of ICT services.
- Provide Training and Support services for staff capacity building, DBS Main System Usage and Processing.
- Be prepared to carry out additional duties, which may reasonably be required by MIS Manager

Selection Criteria

1. Must have a degree or higher in Information Systems, Information Technology, Computer Science or related certification in the field of Information Systems. (essential)
2. Minimum 3 years relevant working experience (essential)
3. Must have proficient technical knowledge of the installation and configuration of Windows Server 2008/2012/2016/2019 & Windows 10 Pro (essential) and Hyper-V Virtualization technology.
4. Must have proficient knowledge and technical skill in Loans Management Systems, Attaché and related systems and applications including software and hardware solutions (essential).
5. Must have proficient knowledge in Structured Query Language (SQL) programming, and able to execute in the areas of Queries/Data Selection, Database Maintenance using SQL Server Management Studio. (essential)
6. Must be proficient in design and maintenance of a Local Area Network (LAN) (desirable)
7. Must be proficient in configuration of network hardware/software, printers, HP switches/routers, firewall and antivirus software. (desirable)
8. Must be committed and can work under pressure and strong ability to meet target dates. (essential)
9. Possess excellent communication (written and oral) in both English and Samoan languages and good management skills (essential)
10. Must be a team player and contribute to achievement of DBS overall objectives (desirable)