

Job Description

Position: Data Processing Officer

Code: DBS_1265

Salary: G5/G6

Department: SBO Division

Location: SBO Office

Rate: \$ 23,078.76/ 36,800.47 pa

Position Primary Objective:

To ensure reliability and accuracy of the data input into and processed into the LMS system for all loan applications and loan accounts adjustments for reporting purposes.

Duties & Responsibilities:

Posting and Reporting

1. Input client data into LMS system.
2. Confirm and verify client data for accuracy and completeness on loan forms from loan officers.
3. Confirm approvals and securities are accurate before posting.
4. Update system for different variations for data accuracy.
5. Process LMS data maintenance on loan files in an accurately and timely manner
6. Report any irregularities to senior officer or manager
7. Process, complete and distribute LMS end-of-day maintenance report daily.
8. Perform and complete data entry schedules for end of day and end of month reports before rollovers.

Support and Helpdesk

9. Attend to main system user helpdesk tickets relevant to data entry role
10. Assist MIS team with LMS and Attache's systems users queries daily on needs basis.
11. Assist with identifying and maintaining a record of indiscretions relating to LMS and the loan process.
12. Assist team in the provision of basic technical support for network and connection issues.
13. Assist the installation of the DBS main systems software for all computers or laptops.

Documentation

14. Document and maintain daily backups of DBS critical data.
15. Document and maintain record of LMS procedures
16. Document any system issues and resolutions for future reference.

Other

17. Assist MIS team with Disaster Recovery Plan and Business continuity plan of main systems.
18. Daily reminders to Tech officers of backups.
19. Any Other tasks as assigned by Savaii Office Manager.

KEY DELIVERABLES

1. Posting and Reporting
 - a. All loan data and file updates should be processed in LMS within 24 hours of receipt.
 - b. No more than 5% of all reports should contain errors.
 - c. Maintenance reports should be sent out daily within 30 minutes of EOD.
 - d. All documents from LOD should be posted within the day of receipt.
2. Support and Helpdesk
 - a. All Helpdesk tickets related to Data Entry, LMS or Attache should be resolved within 2 business days of receipt.
 - b. All LMS and Attache inquiries should be resolved within 4 hours of receipt.
 - c. LMS uptime should be maintained at 99% or higher.
3. Documentation
 - a. Monthly updates to documentation relating to LMS and Attache should be completed within 5 business days of the end of each month.
 - b. Quarterly review of all DBS system documentation should be completed within 10 business days of the end of each quarter.
 - c. 100% achievement of CP Action Plan targets for Bank System Documentation.
4. Backup Bank Systems
 - a. Daily collaboration with MIS Tech to ensure all BEOD and AEOD backups are compiled and backed up within 1 hour of EOD.
 - b. Quarterly test and restore backup database for proof of failover testing within 2 business days of receipt.
 - c. 100% compliance with backup procedures to maintain good backup and BCP.
5. Staff Development
 - a. Cross-learning work plan for MIS Tech with regards to the basics use of LMS Processing and GL should be carried out every week
 - b. Attendance at 3 training sessions per year for development and capacity building.
 - c. 100% completion of all assigned training and report back via presentation after Trainings.

Selection Criteria

This section is designed to capture the expertise required for the role at the 100% fully effective level (and does not necessarily reflect what the current jobholder has). This may be a combination of knowledge/experience, qualifications, or equivalent level of learning through experience or key skills, attributes, or job-specific competencies.

Qualification

1. Minimum qualification of a Bachelor degree in Computer Science, Information Technology / Data Management or related field, Diploma in IT or IT certification from a recognized institution. (essential).

Knowledge and Experience (Essential)

2. A minimum of 2 years work related experience.(essential)
3. Working knowledge and experience of Microsoft Applications is essential. (essential)

4. Working knowledge and experience in information systems. (essential)
5. Working knowledge of basic accounting is an advantage. (desirable)
6. Ability to work with minimal supervision with a strong dedication to quality. (desirable)

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level.

Skill level

- Computing, Problem-solving, Facilitation skills, Fluency in English, Excellent communications, Ability to set priorities, Team building, Flexible approach, , Relationship building and networking, Typing Speed and Accuracy, Proficient in Basic Office Applications, Attention to Detail

Advanced level

- Data entry, detail oriented, Ability to meet deadlines, Time Management, Basic Mathematic Skills, Independent but also a Team Player, Problem Solving Skills, SQL Basic Database Knowledge, Data Privacy

Working Knowledge

- Data processing, ability to work well with colleagues at all levels

Awareness

- Staff Instructions
- DBS Act 2010

Applications must include:

- 1. DBS Application Form 2**
- 2. A recent Curriculum Vitae**
- 3. Three (3) written references**
- 4. Certified copies of academic qualifications.**