

JOB DESCRIPTION

Position: IT Officer

Code: DBS_1254

Salary: G4 – G7

Department: MIS

Location: Main Office

Rate: \$23,078 - \$35,796pa

Position Primary Objective:

Responsible for ensuring the seamless operation, security, and continuous improvement of our ICT infrastructure. The role will involve assessing technology needs, developing and implementing IT strategies, providing technical support to staff, and staying up-to-date with emerging technologies. By driving innovation and maintaining the integrity of our digital assets, you will play a pivotal role in empowering our team to achieve our goals while safeguarding the confidentiality and integrity of our data.

Key Responsibility Areas

IT support, Assistance and Administration.

1. Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
2. Check computer hardware (HDD/SSD, mice, keyboards etc.) to ensure functionality
3. Install and configure appropriate software and functions according to specifications.
4. Support the roll-out of new applications.
5. Set up new users' accounts and profiles and password management.
6. Develop and maintain local networks in ways that optimize performance.
7. Provide support to the administration of Information Systems such as Database Management and Financial Systems.
8. Provide support for administering and monitoring of users security access for the DBS Network and DBS main systems (LMS & GLAttache).
9. Attend to staff IT queries on helpdesk and as requested.
10. Setup and monitor Sound Systems and Projector equipment for conferences and workshops.

Monitoring and Documentation

11. Maintain IT inventory of hardware and software including licensing requirements.
12. Monitor and review data for DBS main systems and report any issues to senior IT officer for corrective action.
13. Maintain records/logs of repairs and fixes and maintenance schedule.
14. Update and monitor the uptime status for all MIS Inventory.
15. Monitor and update staff on policies and procedures relevant to the maintenance of IT services and IT equipment.
16. Monitor and update website with approved content to ensure the information is reliable, accurate, and timely for viewing by users and stakeholders
17. Update computer usage log and report to Manager MIS on potential misuse and abuse of systems and computer resources.
18. Document system problems and resolutions via Helpdesk for future reference.
19. Document user listing for IPs within LAN.

Backup and Recovery

20. Conduct test and verify backups of DBS Main Systems daily, weekly & monthly basis for backup restoration for both Primary and Offsite locations.
21. General Understanding of SQL Management and Database Query Scripting
22. Assist senior IT officer in implementing network security for the safety, and integrity of applications, and system infrastructure, hardware and IT resources of the bank.
23. Assist MIS Team in reviewing backup procedures to strengthen DRP and BCP of the Bank.
24. Assist MIS Team in implementing DRP and BCP of the Bank.
25. Other duties as assigned by the Manager MIS Division.

Key Deliverables

1. IT support, Assistance and Administration.
 - Average daily user tickets attended
 - Uptime percentage of DBS systems
 - Time to resolve user issues
 - Monthly network maintenance completion rate
2. Monitoring and Update
 - Timeliness of updates and patching
 - Compliance rate for update and patch management
 - Website uptime percentage
 - Number of planned work, issues, or tasks communicated to the team
3. Documentation
 - Percentage of up-to-date DBS MIS asset register
 - Compliance rate for policies, regulations, and procedures maintenance
 - Timeliness of documentation updates
 - Number of developed and implemented documentations
4. Backup and Recovery
 - Quarterly proof of penetration and failover testing completion rate
 - Backup completion rate for databases during EOD and EOM
 - Backup completion rate for primary and offsite locations
 - Backup restoration success rate
5. Staff Development
 - IT Officer training and support: Adherence rate to IT Officer work plan (Target: > 90 %)
 - Attendance to at least three trainings related to MIS Technical Work: Number of trainings attended related to MIS Technical Work (Target: >3)
 - Participation in planning and leading activities related to corporate plans and objectives: Participation rate in planning and leading activities related to corporate plans and objectives (Target: >90 %)

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. A Bachelor degree in Computer Science, Information Technology, Information Systems / Data Management or related field and or (Relevant IT professional certifications would be an advantage) (Essential)

Knowledge and Experience (Essential)

2. A minimum of 2 years work related experience is required.
3. Working knowledge and experience in the following technical areas
 - Microsoft Server technologies
 - Backup and Disaster Recovery (backup and recovery technologies)
 - Website (WordPress, Drupal) design and administration.
4. Committed, can work under pressure and strong ability to meet target dates.
5. Possess excellent communication (written and oral) in both English and Samoan languages and good management skills
6. Must be a team player and contribute to achievement of Division overall objectives.
7. Must possess excellent customer service skills
8. Sound knowledge of all legislations, regulations, systems and procedures guiding the Bank (desirable).

Key Skills / Attributes / Job Specific Competencies

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

Skill level

- IT support • IT Administration • Communication and inter-personal skills
- Troubleshooting Skills

Advanced level

- Coordination • Fluency in English • Problem-Solving • Teamwork • Diplomacy • Willingness to learn • Data Privacy Measures - SQL Basic Management Level – Critical Thinking – Ability to prioritize tasks based on urgency - Familiar with Best ICT Practice and Policies

Working Knowledge

- Ability to work well with colleagues at all levels * Microsoft Server technologies * Backup and Disaster Recovery (backup and recovery technologies)
- Active Listening Skills – Multi-task – Good Time Management

Awareness

- Staff Instructions
- DBS Act 2010

Applications must include:

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