



## EMPLOYMENT OPPORTUNITY

Bank of the Bahamas Limited, the institution of first choice in the provision of financial services, seeks to identify suitable candidates for the position of:

### Application Support Analyst

#### Key responsibilities:

- Provides support and maintenance for all bank applications and critical software.
- Performs query, script and report writing activities as required
- Performs application installations, configurations, preventative maintenance and system repairs by interfacing with vendors as necessary, following technical protocols, and identifying and resolving unexpected failures;
- Performs proactive and preemptive system checks to ensure that all systems are performing optimally and within the prescribed target objectives of the department.
- Troubleshoots systems and application problems, including issues with servers where required
- Assists in the administration of user accounts and access rights for systems as required;
- Functions as a project resource for any project relative to the field of expertise
- Responsible for properly documenting all assigned incident and problem resolutions and ensuring follow through to completion of all activities and customer satisfaction
- Executes, coordinates, and assists in the implementation of new technologies and information systems as directed by supervisor by providing input for rollout plans, technical risk assessments, and evaluating options;
- Reviews and tests technologies for potential purchase by researching computer industry information, testing technologies within test and controlled environments, observing, and documenting usability and network performance attributes, and reporting recommendations to supervisor;
- Assists supervisor with the documentation and maintenance of technical standards and operations;
- Provides written and verbal status reports regularly as directed
- May perform a variety of other related duties as required by management.

#### Minimum Requirements:

- A sound understanding and experience working with various application software and technology.
- Knowledge of Oracle databases a must (SQL and Microsoft Access a plus) to manage and Support Central Database Systems.
- Knowledge of AIX Unix, AS400 VMWare technology and various Windows operating systems to provide help desk support and to troubleshoot end-user and back office systems.
- Knowledge of networking, especially protocols in use by bank to troubleshoot and rectify the source(s) of network problems.
- Analytical and problem-solving skills to assess issues and technical information, examine alternatives, and use judgment to provide reasoned recommendations.
- Knowledge of the bank's requirements for information reporting to prioritize data retrieval exercises.
- Strong oral and written communication skills to provide explanations and impart knowledge and information to associate end-users for proper system use, to support in technology planning with supervisor, and interact effectively with IT vendors.
- Bachelor of Science degree in a computer-related field, industry standard network certifications required, plus two (2) or more years of proven network systems experience.

**Benefits include:** Competitive salary commensurate with experience and qualifications; Group Medical (includes dental and vision) and life insurance; pension scheme.

Interested persons should apply no later than **August 16, 2021** to:

**Email: [hr.apply@bankbahamas.com](mailto:hr.apply@bankbahamas.com)**