



## 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:

### System Support Analyst

#### Key responsibilities:

- Liaise with vendors after Help Desk tickets have been raised and if requested, provide items, i.e. spool and debug files, screenshots, etc. to assist in obtaining a successful resolution/fix to the reported issues;
- Coordinate activities towards implementation of resolution/fix to systems' test environments. Build test cases relevant to product/service requirements and simulate process flows;
- Analyze and perform tests on fixes/ resolutions received from Oracle and other vendors in regards to issues/discrepancies reported. Complete test documentation for reference and as a resource for deployment of process flows;
- Prepare Change Control Resolutions (CCRs) for fixes/resolutions received from vendors and successfully tested prior to deployment in the Bank's production environment;
- Prepare Change IDs in the Help Desk portal for CCRs which has been reviewed and authorized by management of System Support for further review and authorization by IT and the Bank's Business personnel prior to deployment to the Bank's production environment;
- Perform post release reviews of all changes to ensure that changes are applied in the Bank's production environment as expected. Work closely with end users to ensure user satisfaction and provide support on system changes or updates;
- Provide assistance with respect to the daily administration of the Bank's Security Management System (SMS) relative to the creation of new User Profiles and the maintenance of existing ones;
- Review and authorize system changes for deployment in the Bank's production environment;
- May perform a variety of other related duties as required by management.

#### Minimum Requirements:

- Strong analytical and problem-solving skills;
- Strong oral and written communication skills;
- Sound accounting background;
- 3-5 years Banking experience;
- Bachelor's degree in a computer or business related field;

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

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

Interested persons should apply no later than **February 7, 2024** to:  
**Email: [hr.apply@bankbahamas.com](mailto:hr.apply@bankbahamas.com)**