



Grenada Co-operative Bank Limited

Grenada Co-operative Bank Limited, established in 1932, is the only indigenous commercial bank on the island, with 5 Retail Banking Units (branches), 16 ATMs and over 170 well trained members of staff. Co-op Bank offers a full range of retail, small business, commercial and electronic banking services. As at September 2016, the asset base of the Bank was EC\$825 million. The Bank is a listed company on the Eastern Caribbean Exchange (ECSE) with trading symbol GCBL.

Grenada Co-operative Bank Limited invites suitable applications for the position of **IT Applications & Systems Support Officer**.

CORE FUNCTION: The position is responsible for monitoring and maintaining the computer systems and networks of the bank. They may install and configure computer systems, diagnose hardware and software faults and solve technical and application problems, either over the phone or in-person.

Applicants must possess the following minimum qualifications:

- A Bachelor of Science degree in Computer Science or related field
- A minimum of (4) years experience in a related field.

Duties and Responsibilities of the Position include:

Daily IT Activities

- ✓ Maintain current knowledge of the Bank's policies, procedures and services.
- ✓ Install and configure computer hardware, operating systems and applications.
- ✓ Monitor and maintain computer systems, ATMs and networks.
- ✓ Manage the virtualizations and backup systems.
- ✓ Instruct staff or clients through a series of actions, either face-to-face or over the telephone, to aid in system set-up or issue resolution.
- ✓ Troubleshoot system and network problems, - diagnose and solve hardware and software faults.
- ✓ Provide support, including procedural documentation and relevant reports.
- ✓ Support the roll-out of new applications.
- ✓ Set-up new users' accounts and profiles along with password issues.
- ✓ Respond to IT requests and issues within agreed Service Level Agreements (SLAs) and Organizational Level Agreements (OLA).
- ✓ Rapid establishment of a good working relationship with customers and other professionals, such as software developers.
- ✓ Test and evaluate new technologies.
- ✓ Conduct electrical safety checks on computer equipment.

Service Level Management

- ✓ Responsible and accountable for complying with the agreed OLAs for services.
- ✓ Accountable for SLAs that are defined between service providers and customers.
- ✓ Support the Service Owner and Service Level Manager in assessing the impact of change in services to an existing OLA.
- ✓ Support the Service Owner and Service Level Manager in collecting information on achieved service levels, comparing OLA performance against targets, identifying trends in service quality and identifying improvement opportunities.
- ✓ Responsible for managing and maintaining all Supplier relations and measuring the performance of the Supplier against contracts.
- ✓ Ensure that contracts with Suppliers support the needs of the business, and that all Suppliers meet their contractual commitments.
- ✓ Responsible for the execution of periodic Supplier performance reviews.
- ✓ Support the Service Level Manager in SLA/OLA negotiations with Suppliers by providing information on existing Underlying Contracts (UC's) and preparation of new UC's.

Service Validation and Testing

- ✓ Perform tests based on test plans and scripts.
- ✓ Correct issues leading to failed tests.
- ✓ Test services until they are accepted through all required tests.
- ✓ Log test results as per formal documentation.
- ✓ Handle and resolve incidents.

Incident Management

- ✓ Verify incidents for correct prioritization
- ✓ Provide resolution and recovery of incidents.
- ✓ Escalate incidents as necessary per the established escalation process.
- ✓ Maintain timely incident progress updates on Service Desk if required, interface with third party vendors for incident resolution.

Change Management

- ✓ Initiate changes via the change management process.
- ✓ Create Requests for Change (RFC) documents, including description of the changes, dependencies, implementation risks, and remediation (back-out) plans.

Problem Management

- ✓ Review incident data to analyze problems.
- ✓ Investigate assigned problems for resolution and root cause.
- ✓ Assist with handling of major incidents.

Service Request Compliance Management

- ✓ Assist in fulfillment of certain types of Service Requests. Typically, 2nd Level Support while escalating more complex Requests.

The incumbent must also possess the following skills and abilities:

- ✓ Excellent communication skills, written and oral.
- ✓ Installation of software, hardware and networking.
- ✓ The ability to think logically.
- ✓ A good memory of how software and operating systems work.
- ✓ Excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
- ✓ The ability to work well as a team.
- ✓ Problem solving skills.
- ✓ Strong customer focus.
- ✓ The ability to prioritise workloads.
- ✓ Attention to detail.
- ✓ Ability to follow diagrams and written instructions to repair a fault or set up a system.
- ✓ Ability to work continuously on a task until completion (or referral to third parties, if appropriate).
- ✓ Prioritizing and managing many open cases at one time.

Salary will be commensurate with qualifications and experience.

Interested and suitably qualified persons must address applications to:

The Executive Manager, Human Resources
Grenada Co-operative Bank Limited
“IT Applications & Systems Support Officer”
Church Street, St. George’s

The closing date for applications is **Friday, September 1, 2017.**