



ICT OFFICER - APPLICATION SUPPORT SPECIALIST (Permanent Post)

KEY FUNCTIONS AND RESPONSIBILITIES

- Design, develop, and maintain automated solutions using industry-standard automation tools and technologies.
- Collaborate with vendors, users and other stakeholders to identify automation opportunities and requirements.
- Integrate hardware and software components to create robust automated workflows.
- Support Microsoft Modern Workplace tools and applications, ensuring seamless user experiences.
- Collaborate with cross-functional teams to prioritize automation initiatives and deliver solutions on time and within budget.
- Create and execute test plans and scripts to ensure the reliability and accuracy of automated processes and to enhance business operations.
- Provide guidance and support for application users to ensure that the application systems are maintained to the highest possible standards with maximum levels of attainable productivity and efficiency.
- Examine and test applications functionalities and performance and provide and implement innovative solutions to drive automation and improve productivity.
- Provide support for application configuration and upgrades, problem analysis and resolution for application problems, in conjunction with the users and external service suppliers where necessary.
- Take the lead in coordinating & training end users on cyber security.
- In conjunction with service providers manage and maintain the organization's website and online portal platforms.

QUALIFICATIONS AND EXPERIENCE

- A bachelor's degree in computer science, Information Technology, or related field.
- Certification in and hands on development and coding experience with at least one, or preferably several, of the following core technologies: JAVA, JavaScript, PHP, HTML, C#, Python, SQL NoSQL.
- Familiarity with Active Directory, MySQL, Microsoft Azure, AWS.
- Two years' experience within a professional ICT environment planning, installing, maintaining, and supporting business applications.

CORE COMPETENCIES

- Must be able to handle multiple assignments simultaneously.
- Demonstrated good time-management skills.
- Excellent interpersonal and customer service skills.
- Excellent oral and written communication skills.
- Ability to work speedily and accurately under pressure.

JOB SUMMARY

- The incumbent will drive the automation of internal processes by ensuring efficiency and productivity. This position will support the organization in coordinating and developing new web-based applications.

KNOWLEDGE

- Cloud computing
- Data protection act.
- Developing, implementing and upgrading business applications.
- IT testing practices
- IT infrastructure components (database, application, web server)

PLEASE VISIT OUR WEBSITE FOR A DETAILED JOB DESCRIPTION.

APPLICATIONS SHOULD BE SUBMITTED NO LATER THAN JULY 31, 2024.

Contact



Assistant Manager, Employee & Customer Engagement



The Student Revolving Loan Fund



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ONLY APPLICANTS SELECTED FOR AN INTERVIEW WILL BE CONTACTED.