



EMPLOYMENT OPPORTUNITY SECURITIES COMMISSION OF THE BAHAMAS

The Securities Commission of The Bahamas, a statutory agency responsible for the oversight, supervision and regulation of the Investment Funds, Securities and Capital Markets, in or from The Bahamas, as well as the supervision of Financial and Corporate Service Providers, invites applications from qualified individuals for the following position:

Senior Officer – Application Support/Data Analyst

Role of the Senior Officer – Application Support/Data Analyst

The Application Support/Data Analyst is responsible for managing and maintaining the installed and in-house developed Operational Applications at the Securities Commission of The Bahamas (SCB). This includes the responsibility of ensuring that all applications are receiving appropriate patches/updates in a timely manner in addition to ensuring applications are thoroughly tested and documented prior to deployment as defined in the Service Level Agreements. Data extraction, as well as report design, testing, and implementation also fall under the purview of the Application Support/Data Analyst. The incumbent will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level and by providing detailed root cause analysis and resolution of issues that may arise within application logs.

Principal Responsibilities

- Establish, document and promote team standards with regard to access management, role management, and application change and configuration management
- Proactively mentor the team in processes, best practices and technical administration techniques
- Contribute to the development and maintenance of IT strategy and budget
- Responsible for delivering the highest standards of customer service to internal and external customers of IT Services
- Oversee the resolution of technical issues assuring support is provided on a timely basis
- Recommend new solutions or upgrades to existing solutions based on integration capabilities and/or business need
- Maintain application specific documentation inclusive of administrative and end user authentication privileges
- Participate in supporting all clients ensuring that the level of customer service provided meets or exceeds Management's expectations and departmental goals and objectives

- Analyse and troubleshoot application logs and resolve issues related to warnings and errors within such logs
- Research, analyze, monitor, troubleshoot and resolve application problems
- Manage the application change management process – specifically work closely with the Network Administrator to coordinate application and system testing prior to deployment
- Help to identify and monitor risks, governance and compliance requirements related to the Service Desk environment
- Ensure compliance with all relevant IT best practices and standards – IT Service Management, Information Security, IT Business Continuity, PCI/DSS, Health and Safety

Knowledge/Skills

- Excellent IT skills including a thorough knowledge of current Office productivity suites and Windows desktop and server operating systems
- Significant experience with end user interface design, report design, data extraction and formatting, database concepts and design, and database administration
- A good understanding of technical infrastructure including, but not limited to LAN, WAN, server, virtualization, back-up, storage, email, voice, wireless and security technologies
- Substantial experience developing documentation, white papers and presentations suitable for peers, immediate management, and Executive Management Experience working with a Service Desk toolset.

Qualifications/Experience

- Bachelor degree in Information Systems or related field with 3+ years IT and IT training experience or Master degree in Information Systems or related field with 1+ years IT and IT training experience or Bachelor degree in Information Systems and 2+ years Managing or Coordinating an IT Department
- Microsoft Certification – SQL Server Design and Administration preferred
- Microsoft Certification – Windows Based Certification would be an asset
- Microsoft Certification – MOUS would be an asset
- IT Service Management certification – ITIL v3 preferred

Compensation and Benefits

- Competitive salaries and benefits offered.

Interested persons should submit their applications no later than **17 December 2021** to:

Senior Manager, Human Resources Department

Securities Commission of The Bahamas

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Fax: (242) 356-7530

E-mail: hrm@scb.gov.bs

Website: www.scb.gov.bs