



BANK OF MONTSERRAT LIMITED

Bank of Montserrat Limited is a dynamic, fast-growing company within the financial sector that prides itself on fostering innovation, teamwork, and excellence. We are committed to delivering exceptional service while embracing digital transformation. The bank is seeking a **Systems and Operations Specialist** to join us as we continue to shape the future of banking, creating a positive impact through technology.

The successful candidate will manage, optimize, and ensure the smooth functioning of the bank's systems and operational processes. This role involves working closely with the IT and Operations teams to streamline workflows, troubleshoot issues, and ensure our systems are secure, efficient, and compliant with industry standards.

RESPONSIBILITIES/ACCOUNTABILITIES

- **Systems & Stakeholder Management**
 - Oversee and maintain the bank's core banking systems and associated technologies.
 - Ensure that all systems and software are regularly updated, patched, and functioning optimally.
 - Monitor system performance, identify bottlenecks, and implement improvements.
 - Manage and maintain access control and security protocols for critical banking systems.
 - Design and conduct stakeholder engagement activities to collect feedback on the bank's information and data processing systems.
 - Assist in presenting information systems recommendations to internal stakeholders.

- **Project & Process Management**
 - Collaborate with business and technical teams to identify and implement process improvements.
 - Manage business process mapping and reengineering efforts.
 - Perform regular audits of operational workflows to ensure compliance with bank policies and industry regulations.

- Develop project plans and oversee the implementation of information system upgrades and new solutions.
- Coordinate quality assurance testing to ensure deployed solutions meet defined requirements.
- Identify and investigate opportunities for business process automation.
- **Troubleshooting & Issue Resolution:**
 - Respond promptly to system issues and outages, working to restore services with minimal disruption.
 - Liaise with technical teams to resolve software or hardware-related problems.
 - Provide support during system upgrades, migrations, and other critical changes.
- **Reporting, Documentation & Analysis:**
 - Develop and maintain documentation for systems, processes, and procedures.
 - Generate regular reports on system performance, operational efficiency, and issue resolution.
 - Prepare operational reports and analyses to track progress, identify adverse trends, and provide actionable recommendations.
 - Support internal audits and regulatory reviews by providing accurate and timely information.
- **Training & Improvement:**
 - Facilitate user training and support on the various banking systems and applications.
 - Work closely with all other departments within the bank to ensure seamless integration of systems and operations.
 - Lead or participate in projects aimed at system enhancements, upgrades, or new system implementations.
 - Conduct regular reviews of information and data processing systems to identify and recommend improvements.
- **Vendor and Systems Oversight**
 - Act as the primary contact and escalation point for engagement with information system vendors.
 - Maintain an updated knowledge base of IT applications and platforms used at the bank.
 - Conduct regular vendor assessments to ensure alignment with the bank's information system and data processing requirements.
 - Collaborate with internal experts to assess the feasibility of implementing information systems and updates.

- **Policy & Collaboration**
 - Contribute to the development of the bank's IT guidelines, policies, and procedures.
 - Serve as a member of cross-functional committees or project teams within the bank, as assigned.

REQUIRED QUALIFICATIONS

Education & Experience:

- Bachelor's degree in information technology, computer science, or related field. Consideration will be given to applicants without a bachelor's degree but have a minimum of ten (10) years of experience in an IT systems-related role.
- Certification in Information Technology such as ITIL or COBIT (would be an asset)
- Project Management certification (would be an asset)
- Minimum of four (4) years proven experience working in an information technology leadership role or in systems administration, preferably in banking or financial sector.
- Experience with business process mapping and reengineering

Knowledge, Skills and Competencies:

- Familiarity with Anti-Money Laundering Legislation
- Familiarity with ECCB Guidelines
- Proven ability to troubleshoot technical issues and manage operational workflows.
- Strong analytical and problem-solving skills.
- Solid understanding of IT infrastructure, cybersecurity, and data privacy principles.
- Excellent Communication and interpersonal skills.
- Ability to work effectively under pressure and manage multiple priorities.
- Good writing, oral communication, and presentation skills
- Project management skills
- Leadership skills

Benefits

- Generous remuneration package
- Annual performance-based bonus
- Contract with an attractive gratuity for non-resident
- Monthly travel allowance for non-residents
- Housing assistance for non-residents
- Comprehensive health, dental, and vision insurance.
- Opportunities for training and career advancement

Applications from suitably qualified candidates should be addressed to:

The Manager
Bank of Montserrat Limited
P.O. Box 10
Brades
MONTSERRAT

and emailed to: manager@bankofmontserrat.ms

We thank all applicants for their interest in joining our team, but only those selected for an interview will be contacted.

Deadline for Submission: 14th February 2025