

Internal Advert

Job title: Systems Operator

Division/Department: Technology & Business Systems Support (ICT)

Reports to: Senior Systems Operator

Grade:

Location: Head Office

✓ **Full-time**

Essential Duties and Responsibilities:

Data and Transaction Processing

Prepare all necessary input files and execute scheduled routine end of day and special jobs, monitoring progress and taking corrective action in response to any issues that arise or escalating issues as necessary. This includes the following specific tasks:

- Verify with direct supervisors and technical support personnel that the technical requirements (disk storage space, files, accurate program versions, etc.) are in place in accordance with any new or changed processing requirements and/or to ensure adequate capacity is available in a proactive manner for successful execution of all end of day and special job schedules
- Execute pre-processing formatting and upload input files from branches and other manual or electronic payment channels (Teller, eBanking, ATM, SMS, Proof, ACH, etc.) in a timely manner for processing in the end of day updates for all major systems (T24, Postilion, AML, etc.)
- Execute all end of day updates for all major systems (T24, Postilion, AML, etc.) in accordance with established run schedules
- Balance the total number of financial transactions done by the Bank on a daily basis ensuring number of transactions submitted equals the total of transactions posted and rejected.
- Produce all extract files and update databases of the various online systems, verifying that they are refreshed and available for use by branches at start of day
- Produce and print or store in shared folders or make available online:
 - a. Essential reports needed by branches, Head Office units and other specialist departments for referencing/auditing;
 - b. Private and confidential information such as standing order cheques, advices, notices, customer statements, etc.
- Update all run sheets and checklists with start/end times, exceptions and any other information to the level of detail that will properly inform subsequent shifts on the progress of the day's work.
- Log all problems and issues and escalate as necessary
- Update all required statistical information on transaction volumes, end of day processing completion times, start of day readiness times, etc.

System Availability

Monitor and track the availability and other status indicators of online real time transaction processing systems and environmental infrastructure as detailed below, logging all issues and taking corrective action or escalating for resolution as required:

- Consoles and controllers for all servers, storage and peripheral hardware infrastructure
- ATM network, eBanking, and other electronic channels and payment systems
- Environment sensing devices (temperature, humidity, power, etc.)
- Any other aspects of the environment for which monitoring arrangements have been implemented
- Communicate information on business deadlines and other operational constraints to all technical staff, vendors and service providers engaged in resolution of any issues that may impact processing schedules, escalating issues after established time periods to ensure minimum service disruption

System Restoration and BCP Capability

Run all scheduled backups and secure all relevant storage media at onsite and offsite locations in accordance with established procedures. Specifically:

During the morning shift:

- Verify with direct supervisors the media to be lodged offsite and the media required for all backups to be completed during the specific day's work ensuring that all information is clearly noted on relevant checklists, etc.
- Pack media to be lodged offsite into appropriately secure and protective portable containers, transport media off site and store appropriately in designated areas (vaults, fire proof cabinets, etc.),
- Extract any media required for day's work from offsite storage, pack into portable containers and transport to main server/computer room ensuring that media is kept in designated secure and protective areas at all times
- Update and sign off all checklists and other audit trails accordingly
- Execute all pre-processing backups for all production systems to facilitate timely restart / recovery processing
- Verify successful completion of all backups, lodging any media used in appropriate temporary or permanent storage areas and noting all required processing information (start/end times, return codes, etc.) on relevant checklists, etc.

During the night shift:

- Execute all interim backups for all production systems to facilitate timely restart / recovery processing and to retain required transaction files and input records.
- Initiate or execute fully all backups of final database positions for all productions systems, noting and communicating clearly the end of shift status of all backups and storing all media appropriately

Internal and External Customer Service

Respond to Service Desk or other user requests relating to system operations services. Specifically, investigate and resolve and/or track to completion, ICT service requests relating to:

- Inability of branches and other specialist offices to upload files for end of day processing
- Unbalanced or incorrectly formatted input files
- Inability to connect to or access files, shared folders and other data repositories populated by ICT Operations
- Missing reports or files that should be available to users following daily or other periodic and special data and transaction processing.
- Notice of service disruptions with specific business applications
- Issues with interbank clearings, transaction switching and credit bureau processing
- Any other queries that may be routed for resolution or escalation to ICT technical personnel
- Identify, investigate, recommend to direct supervisors and assist with implementing changes to existing production run schedules and associated Operations workflow arrangements, to improve efficiency and facilitate ICT in meeting / exceeding relevant customer service targets and standards.

Quality Assurance Support

Assist with running of tests in designated test environments for projects and other operational initiatives in accordance with agreed test schedules and special instructions.

- Execute operations testing for new applications and operational/maintenance changes inclusive of restoring files, executing run schedules, generating reports.
- Providing feedback on any impact to existing processing schedules for specific applications as well as the overall production processing window.
- Document findings and sign off as first line acceptance of the new or changed processing arrangements against agreed criteria.

On-the-job Skills Development

Engage in activities to remain current with changes in the Bank's operating environment and processing requirements.

- Review operations documentation and systems flow diagrams for all new or changed application or other systems
- Review relevant sections of vendor /manufacturer technical manuals as part of investigations into problems occurring with any of the technology components deployed in the server room environment
- Seek explanations and advice from direct supervisors and technical support personnel on root causes of problems and the rationale for approaches to their resolution
- Maintain personal notes as required to confirm understanding and for ongoing reference

Job Requirements:**Formal Education**

- HND in Computing
- Computer Literacy
- Basic proficiency in the use of MS Word, MS PowerPoint and MS Excel
- 2 years in a branch environment with a working knowledge of the Bank's products, services and front end systems

Preferred Knowledge & Skills

- A good working knowledge of the Bank's core business applications
- Understanding of relative business impact of various applications to assess timeliness required for escalation in various scenarios
- Basic understanding of Data Center operations and the need for procedures and standards in Banking
- Excellent written and verbal communication skills to relay information clearly and accurately.
- Reading and comprehension skills to follow written and verbal instructions correctly
- Troubleshooting skills to detect and respond appropriately to technical issues
- Organizational and time management skills to manage multiple concurrent tasks.

Closing Date: Friday, June 29, 2018