

# EXTERNAL ADVERTISEMENT VACANCY

## SYSTEMS SUPPORT OFFICER

Applications are invited from persons with suitable qualifications to fill the position of “**Systems Support Officer**” at **Republic Bank Limited, British Virgin Islands (BVI)**.

This job manages the configuration, administration and maintenance of all technology aspects of BVI's end user infrastructure (personal computers, software, operating systems, local area networks, branch data communications, ATM/POS equipment, Debit Card facilities, etc.). in accordance with prevailing policies and standards, to consistently meet the customer service delivery, business growth, business continuity and security requirements of the organization.

This role is unique to the needs of the BVI organization.

### **DUTIES AND RESPONSIBILITIES**

- Implementing and maintaining the End User environment, hardware infrastructure (PCs, local area networks, branch data communications, ATM/POS equipment, peripheral devices) and software, operating systems (Debit Card support, Office 365 suite, etc.) as assigned and approved by the Manager of End User Delivery- RBGD or assigned via the Help Desk.
- Addressing service issues as assigned by the local business via the Help Desk system or locally approved reporting system within the appropriate service delivery standards ensuring that logs are updated and closed in a timely manner.
- Developing and maintaining the documentation on all systems and procedures relevant to the administration, monitoring, problem management, etc. of the end user infrastructure as assigned by the Manager – End User Delivery.
- Maintaining consistent communication with the identified backup resource, relaying information relative to environmental changes ensuring continuity in service.
- Installing and replacing servers, network devices, peripheral devices and telephones. Routinely performing maintenance of servers, network devices, VOIP Gateways & peripherals. Configuring End User Soft Phones as per ITMD design. Installing, managing, and maintaining Wi-Fi services.
- Providing second level ATM support including escalation to external support as required.
- Planning and coordinating scheduled preventative maintenance on the network of ATMs.
- Performing software installation, configurations, testing and upgrades on new and existing ATMs.

### **QUALIFICATIONS AND EXPERIENCE**

The jobholder should have:

- Diploma in Computer Studies/Business or related field
- Certification in the relevant operating systems used in the environment
- Working knowledge of the Bank's operating environment including familiarity with peripheral devices
- Working knowledge of Networking and Communications concepts
- Sound knowledge of Windows Environment and Windows administration

Microsoft Certified Systems Administrator would be an asset

### **BEHAVIOURAL COMPETENCIES AND SKILLS**

- Strong Analytical Thinking, Decision Making, Problem Solving/Troubleshooting, Planning, Organizing, Time Management, Presentational, Communication (written and verbal) and Interpersonal skills.

Your comprehensive resume and three (3) references should be received no later than October 13, 2025 to:

**Human Resources Department  
Republic Bank (British Virgin Islands) Limited**

**P.O. Box 434, Road Town  
Tortola, VG1110  
British Virgin Islands  
Email: [marcia.creque-scatliffe@rfhl.com](mailto:marcia.creque-scatliffe@rfhl.com)**

**All applications received will be treated with the strictest of confidence. BV Islanders and Belongers will be given preference. We thank all interested applicants; however only shortlisted candidates will be contacted.**