

The National Bank of the Virgin Islands (“the Bank”) is seeking a qualified person to fill the following full-time position:

### **IT MANAGER**

*Job Summary:* To coordinate, facilitate, and assist with the overall management of the Information, Communications and Technology Department in support of the Chief Information Officer

*Educational Requirement:* Bachelor’s Degree in Computer Science, Computer Information Systems, Management Information Systems and/or Information Technology

*Training/Skill Requirements:* i) excellent organizational skills; ii) strong leadership and decision-making skills; iii) strong communication, analytical and problem-solving skills; iv) ability to work with tight deadlines and within constraints; v) Temenos Transact (T-24) software; and vi) aware of and compliant with the legal standards established by the Virgin Islands

*Experience:* 5 years in Information Technology within a Bank setting and 3 years in a supervisory role; Temenos Transact (T-24) working knowledge is an asset.

*Primary Responsibilities* include, but are not limited to:

1. Provide operational and tactical leadership, oversight and direction for day-to-day management of the Information, Communications and Technology Department’s (ICTD) line staff.
2. Oversee ICT security and analytical services such as technical studies, data security, physical security and risk analysis.
3. Work with the CIO to implement Business Continuity and Disaster Recovery plans.
4. Coordinate the deployment, monitoring, maintenance, development, upgrade, and support of all IP and other systems, including servers, PCs, operating systems, telephones, software/web applications, and all Banking peripherals.
5. Coordinate technical assistance to users to resolve problems and ensure that users utilize resources efficiently.
6. Monitor the service desk for tickets assigned to the queue and process requests based on priority and due date; and
7. Coordinate, facilitate and assist with the overall management of the Information, Communications and Technology Department in support of the Chief Information Officer (CIO).

Reporting Line: Chief Information Officer

**Submission Deadline: 24<sup>th</sup> February 2023**

**Interested persons should send their application letter and résumé ONLY via email [humanresources@nationalbank.vg](mailto:humanresources@nationalbank.vg) to the attention of:**

**Mrs. Sophia Berkeley  
Chief Human Resources Officer  
National Bank of the Virgin Islands Limited  
P.O. Box 275  
Road Town, Tortola VG1110  
British Virgin Islands**

**Please call (284) 852-2916 if any further information or clarification is required.**