



# RESERVE BANK OF VANUATU

## VACANCY

### Applications and Systems Support Officer

The Reserve Bank of Vanuatu invites applications from qualified Ni Vanuatu candidates for the position of **Applications and Systems Support Officer**. The position reports directly to the ICT Manager within the Department of Support Services. The main duties of the position include:

- Provide Level 2 support for all in house-developed and commercial applications/programs.
- Provide Level 2 support for the RBV Financial Accounting System.
- Provide Level 2 support for other corporate systems including but not limited to: SWIFT, National Payment System, IP PBX & etc.
- Install and configure computer systems, software and peripheral equipment while ensuring that Bank hardware and software standards are adhered to.
- Update documentations to record new equipment installed, new sites and changes to computer configurations.
- Assist in managing the ICT Helpdesk and provide prompt and high-quality support to all staff.
- Update documentations to record new equipment installed, new sites and changes to computer configurations
- Create and maintain a knowledge base of support solutions, history records and related problem documentations.
- Provide support for RBV Media services.
- Provide Level 2 support in maintaining the corporate network infrastructure (LAN/WAN/Wireless) and related computing environments, including computer hardware, systems software, web applications software, and all configurations.
- Provide Level 1 technical support assistance and on the job training to system users.
- Analyze, evaluate and produce reports of support incidents or activities and recommends ways to reduce help line incidents.
- Advise ICT Manager on system or product development issues arising from corporate system or product usage problems identified through technical support calls and helpdesk system.
- Advise ICT Manager prior to requesting vendor service regarding defective hardware or software products and maintain a log of these request services.
- Provide assistance with any ICT related inventory process.
- Undertake additional tasks as requested by the ICT Manager or the Director of Support Services Department.

It is essential that the applicant must demonstrate dynamic experience in an ICT service environment; have good programming skills, practical exposure is highly desirable ; have experience in the use of MS Office products, both as user and administrator; accumulate at least three years' experience in the use of corporate system backup and recovery solutions; and similar experience in the use of corporate system

firewall and security solutions; Practical work experience is also desirable in MS Windows/Unix networks and MS Exchange email servers.

Desirable applicants must have a Bachelors Degree in Computer Science, Business Information systems or related discipline. Applicant must have good customer service skills, excellent written and oral communication skills, demonstrated ability to manage ICT projects to their completion and capacity to work in a team.

### **General Conditions**

An attractive remuneration package will be offered to be commensurate with experience and formal qualifications. Applicants should be fluent in both written and spoken English and have a good knowledge of French.

Written applications should include curriculum vitae, the names and addresses of three (3) referees, copies of relevant qualifications (Degrees & Certificates) and evidence of certified transcripts is required.

All applications should be received no later than Monday 1<sup>st</sup> November 2021 and addressed to:

**The Governor  
Reserve Bank of Vanuatu  
Private Mail Bag 062  
sathy@rbv.gov.vu  
PORT VILA**

The Reserve Bank of Vanuatu is an equal opportunity employer.