

Job Title: Information Technology Officer (Operations)

The Caribbean Development Bank (CDB or the Bank) is seeking to recruit a national from its member countries to fill the position of Information Technology Officer (Operations) [IT Officer] in the Information Technology Solutions Division (ITSD). The successful candidate will be based at CDB's headquarters in St. Michael, Barbados.

THE DEPARTMENT

The Finance and Information Technology Solutions Department comprises the Finance Division and the Information Technology (IT) Solutions Division and is part of the Corporate Services Area. The Department maintains strong relationships with external partners and clients, including the rating agencies and external auditors.

THE DIVISION

ITSD is responsible for the delivery of the Bank's IT Strategy, implementing digital transformation and supporting CDB to achieve its mission. ITSD provides secure and cost-effective platforms, applications and agile services to all business areas, and acts as a strategic impetus to drive and promote innovation.

ITSD, led by the Chief Information Officer, is organised into Governance Studios (Internal Controls, Records Management) – which report to the IT Governance Manager, and Agile Studios (Operations, Corporate, Collaborations, Data, DevOps, Cloud and Service Desk) – which report to the Agile Portfolio Manager.

The Studios interact collaboratively to support and improve the pillars of the Strategy, which will help CDB to remain efficient, responsive, collaborative, driven and innovative.

THE ROLE

Reporting to the Agile Portfolio Manager, the IT Officer is responsible for supporting the IT Operations Studio, which is focused on continuous process and quality improvement. The IT Officer implements and manages IT technologies, including Dynamics 365, Functions, Logic Apps, Power Apps and integrates applications with other Bank solutions. Through collaboration and consultation across the Bank and with other Studios, the IT Officer acquires and deploys technology resources, with the goal of ensuring improved service delivery, increased Business/IT alignment, and increased efficiency and productivity.

KEY RESPONSIBILITIES

The IT Officer will be required to:

- Lead routine to moderately complex maintenance and improvement activities with service providers supporting operation applications.
- Develop and foster relationships with business units to lead the application maintenance and support services.
- Document new functional requirements for the Projects and the Economics business areas and propose optimal solutions for addressing them.
- Develop project plans and manage project deliverables (enhancements to current systems or new applications) within the area of expertise, on time and within scope and budget.
- Coordinate testing and approval activities with clients, internal IT resources, and service providers to ensure the quality of work.
- Aid in the preparation of capital projects for new initiatives that impact operational applications.
- Directly supervise all service level agreements impacting operational and corporate applications.
- Plan and coordinate the sprints for quarterly defined milestones and participate in daily scrum meetings and activities to fulfil the objectives set by the Bank.
- Maintain relationships with third-party service providers and build on best practices to improve service delivery.
- Provide technical leadership in the optimisation and design of the Bank's business process models and the architecture supporting these models.
- Ensure Straight-Through-Processing (STP) between Operations and Finance applications.
- Monitor and continuously improve Real-time and End-of-Day processes.
- Champion innovation and institutional change through IT-led initiatives that improve service delivery and increase efficiency and productivity.

QUALIFICATION AND COMPETENCIES

The IT Officer will have a solid technical background and the ability to work across multiple groups within a complex organisation structure. The IT Officer will be proficient in the complexities of IT systems and services; have the ability to build out digital capabilities to transform organisations, and have a strong track record in agile project management. The successful candidate must have a firm understanding of software development, business process mapping, and optimisation. The IT Officer must also have sufficient business acuity to foster internal and external business relationships to lead IT-related organisational change processes, in a multi-cultural work environment. Given the requirements of the job function, the IT Officer must have an exceptional grasp of current and emerging technology trends.

Technical Grounding and Expertise

The successful candidate should have:

- A Bachelor's degree in Information Technology, Computer Science, or a related field.
- Extensive professional experience in agile software development lifecycle and/or experience in deploying and configuring Microsoft Dynamics, Azure Logics, Azure Function, Azure PowerApps and a minimum of three years' experience working with API, Web Services, and integration solutions and two years' experience working with C#, Java or similar programming language and frameworks.
- Excellent coding skills, OO concepts, and Business Process and Data modelling.
- Experience in deploying Business Process Management applications.
- Sound knowledge of the modern web, mobile, and application delivery platforms with Cloud management technologies and tools.
- Strong agile project management skills in implementing core business and cloud-based solutions for business teams or consumers

The following are considered assets for this position:

- A Master's degree in a relevant field.
- Scrum Master Certification.
- Experience with Azure Git or equivalent source control.
- Knowledge or expertise in other IT segments (for example, DevOps, IoT).
- Experience in IT operations in an international organisation.

Behavioural Competencies

Competency	Definition
Acting as a Champion for Change	Actively identifies problems and opportunities for change and implements solutions where appropriate. Maintains effectiveness when experiencing major changes in work tasks or the work environment; and supports people in their efforts to try new things.
Acting Decisively	Moves quickly to make decisions and commits to a clear course of action; comfortable making decisions based on partial information; willing to take risks in order to maintain momentum; shows a strong bias toward action.

Competency	Definition
Acting Strategically	Aligns day-to-day activities around broader organisational goals and objectives; prioritises resources based on the strategic objectives of the organisation; recognises and rewards people based on how their actions support the broader needs of the organisation.
Championing Customer Needs	Calls attention to issues that impact customer satisfaction; views situations from the perspective of customers; encourages people to think about customers when making decisions and develops and sustains productive customer relationships.
Communicating Effectively	Consistently communicates with clarity and thoroughness to optimise audience understanding. Communicates information in a clear, concise, and timely manner. Demonstrates effective speaking and presentation skills.
Delivering High Quality Work	Critically reviews work processes to ensure quality; addresses problems that could impact quality; makes sure project deliverables and services meet all requirements and expectations; does not make the same mistakes twice.
Displaying Technical Expertise	Keeps his/her technical skills current; effectively applies specialised knowledge and skills to perform work tasks; understands and masters the technical skills, knowledge, and tasks associated with his/her job; shares technical expertise with others.
Driving for Results	Bottom-line oriented and pushes self and others to achieve results. Keeps current on project status; makes sure people are aware of project status and what they need to do to keep things moving; redirects project resources and activities to overcome setbacks; elevates project concerns to senior levels of leadership when appropriate.

TERMS OF APPOINTMENT

This is a full-time position with the successful candidate being contracted on a two-year basis in the first instance, with the possibility of renewal. Salary is competitive and commensurate with qualifications and experience. A pension plan, life and medical insurances are included in the benefits package. Before you proceed to apply, please consider the following requirements:

- You must be a national of one of CDB's member countries.
- You will be required to produce evidence of any educational and professional qualifications to support your application if you are selected for an interview.
- All appointments are subject to satisfactory background checks and references.

We are an equal opportunity employer and value diversity at our organisation. We do not discriminate on the basis of race, religion, sex, gender, gender expression, sexual orientation, age, marital status, or disability status. We provide reasonable accommodation to individuals with disabilities who participate in the job application or interview process. Please contact us to request accommodation. Women are encouraged to apply.

The deadline for submission of applications is **August 2, 2021**, at 11:59 pm AST.

