Position: IT Support Operator
Department: Information Systems Department
Division: Finance & Operations
Employment Type: Full-Time
Reports to: Service Desk Lead

Job Purpose: The IT Support Operator ensures the smooth operation of systems and services through proactive monitoring, scheduled maintenance, and accurate execution of End-of-Day (EOD) batch processes. The role provides first-level help desk support for the bank's computer operations, monitors Security Operations Center (SOC) alerts, logs and tracks incidents in the Service Desk system, and assists with the initial triage and escalation of security and operational issues.

Key Responsibilities and Duties:

- Perform centralized data processing activities such as EOD batch procedures and data transfers across the different environments.
- Monitor system alerts, events, and logs generated by the SOC and other monitoring tools to identify and respond to potential security incidents or operational issues.
- Create, update, and maintain records of incidents and alerts in the Service Desk system, ensuring accurate categorization, status updates, and documentation of actions taken.
- Report and escalate detected security alerts or anomalies to the Information Security and Systems Administration teams in accordance with established procedures.
- Maintain records of all SOC alerts, incident reports, and follow-up actions taken for audit and review purposes.
- Receive, Prioritize, and respond to user tickets, providing efficient and effective resolution to user issues
- Perform all duties related to backup, archiving, distribution, and directory maintenance of information systems data and reports.
- Perform duties related to LAN infrastructure including installation, configuration, upgrading of PCs and peripherals, and network cabling and installation.

Education and Work Experience:

- Associate's Degree in Information Technology, Computer Science, or related technical field.
- At least one (1) year of work experience in an information technology field.

Knowledge, Skills and Abilities

- Strong organizational and time management skills.
- Excellent problem-solving and decision-making abilities.
- Effective communication and customer service skills.
- Ability to work independently and maintain confidentiality.
- Knowledge of the banking environment and related regulatory requirements is an asset.

Work Schedule: The IT Support Operator operates on a rotating shift schedule. Successful candidates must be available to work any of the following shifts: *Monday to Friday*: 7:30 am-4:30 pm; 8:00 am-5:00 pm; 9:00 am-6:00 pm and 1:00 pm-10:00 pm (includes a one-hour meal break). *Weekends and Public/Bank Holidays*: 1:30 pm-6:30 pm. Please note that shift assignments may vary based on operational requirements. Candidates must be flexible and willing to work evenings, weekends, and public holidays as scheduled.

Interested candidates can send a cover letter and résumé to:
People & Culture Department Email: careers@belizebank.com
(Subject: IT Support Operator - Information Systems Department)

DEADLINE FOR APPLICATIONS is October 28, 2026 at 11:59 pm

**Only shortlisted candidates will be invited for an interview. If you do not hear from us within two (2) weeks of the application deadline, we encourage you to apply for future opportunities with us.*