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MINISTRY OF FINANCE
VACANCY FOR TECHNICAL OPERATIONS SUPPORT
BAHAMAS DIGITAL PAYMENT PLATFORM PROJECT

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Applications are invited from suitably qualified college graduates to fill vacancy for Technical Operations Support for the Bahamas Digital Payment Platform Project, at the Ministry of Finance.

Minimum Qualifications Required:

Applicants must possess:

i. **A Bachelor's Degree in Information Technology, Science, Engineering or related field from an accredited college/university**

ii. Minimum of 1 year engineering experience in a technical environment of equivalent work experience

iii. 1+ years of software development experience in any programming language

iv. 1+ years of industry knowledge and experience

➢ **Competencies/Skills Required:**

i. Strong desire to excel and achieve results.
ii. Ability to work effectively independently and with senior management and other team members
iii. Ability to organize and complete work in a timely manner
iv. Strong customer service skills required
v. Must be self-motivated
vi. Must be able to work individually with little supervision
vii. Strong communication skills, both written and verbal

➢ **Post Summary:**

The Technical Operations team are teachers internally and product experts externally with a mastery of compliance and product integrations. The team empowers our clients and teammates to perform at the highest level possible through training and our support channels. The Technical Operations Support will include, but is not limited to, offering technical assistance on the delivery configuration, set up, maintenance, and troubleshooting various applications.

➢ **A successful candidate will:**

i. Possess excellent knowledge of the Internet, ISP's and common browsers such as Internet Explorer, Chrome, Safari and Firefox and a high level understanding of Apple and Android based mobile devices
ii. Demonstrate a technical aptitude by quickly assimilating technical concepts and new technology
iii. Have proven experience utilizing strong troubleshooting techniques, ideally in a Call Center environment
iv. Have experience working in a team environment, including sharing feedback and knowledge with peers
v. Possess passion for service, positive attitude, enthusiasm, professionalism, and strong client focus
vi. Demonstrate excellent interpersonal skills, including proven listening skills and the ability to communicate in a clear, well organized manner over the phone.

vii. Be adept at anticipating and adapting to changing job needs with exceptional results

viii. Promote and embrace positive client interactions, as well as personal, team, and company improvement.

ix. Through phone based interactions gather information through effective probing and listening skills to provide viable solutions and/or alternatives in resolving escalated technical and identity theft client issues.

x. Quickly assimilate technical concepts and new technology using available tools and resources to troubleshoot and interpret data to solve client needs.

xi. Be highly focused on prompt and accurate responses and escalation resolution, while actively navigating internal departments to ensure seamless resolution for all client issues.

xii. Ensure client requests are completed within required time frames that align to client satisfaction goals.

xiii. Recognize challenging conversations and demonstrate positive language to resolve client needs.

xiv. Bring a passion for service, positivity, enthusiasm, professionalism, a strong client focus, and creatively to your role every day.

The position is on contractual terms for a period of three (3) to six (6) months at a competitive salary.

Application Submission Deadline: 2, February 2021

A resume and a completed Government Employee Application Form should be scanned and submitted electronically to mofjobs@bahamas.gov.bs. The Government Employee Application Form is available online at: https://bit.ly/2MBy84e

Place the job title in the subject line when submitting your email (e.g. Job Application: Technical Operations Support) Include proper contact details (email address, telephone contact) should we wish to reach you.

Applicants that do not have the basic qualifications will not be considered.