



Our employees are the reason our customers choose HFC Bank and aspire to what's important to them. We're excited to offer our employees opportunities to grow and develop in their career journey. We also provide the resources, support and freedom so employees deliver an extraordinary customer experience. Join HFC Bank and let's aspire and prosper together.

IT Administrative Assistant

Reporting to The General Manager Information Technology, this role is to develop, implement and maintain a suitable administration and documentation framework for the IT Business Unit. The incumbent will ensure that the highest standard of quality and compliance is maintained by all stakeholders at all times.

Primary Role Responsibilities include:

- Perform IT Administrative duties and provide administrative support to the Information Technology Team;
- Ensuring that all IT records, archives and necessary documentation is maintained and stored;
- Tracking incoming and outgoing correspondence and documents;
- Coordinate the flow of paperwork and documentation around the business unit;
- Management of the Fixed Asset Register for all ICT equipment;
- Coordinate all procurement originating from the business unit;
- Maintains workflow by studying methods, implementing cost reductions and developing reporting procedures;
- Creates and revises systems and procedures by analysing operating practices, IT administrative functions from a process improvement practices to benchmark against best practices of the industry;
- Ensures that all technical documentation is maintained and stored;
- Ensures that all contractual documentation, agreements and service level agreements (SLA's), both internal and external, are maintained and stored appropriately;
- Maintains supplies inventory by checking stock to determine inventory level anticipating needed supplies, placing and expediting orders for supplies and verifying receipt of supplies.
- Required to provide some basic business analysis as and when needed;
- Assist with the documentation and records keeping of projects as assigned by the business unit head;
- Provides the necessary support for the planning, administration, maintenance and implementation of the HFC Bank ICT operations;
- Ensures that daily operational tasks are completed and documented appropriately with necessary sign offs as and when required;
- Identify, implement and maintain business process improvement supporting Banking;
- Assist the Business Unit Head in the provision of administrative support for the Banking and Technology Board sub-committee;
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Qualification & Role Requirements:

- A Bachelor's degree majoring in Management, Business Administration, Information Systems or equivalent is desirable;
- Any other certifications to support the skills required for this position;
- Minimum 5 years' experience in a similar position and with Information Technology business acumen;
- Working experience in an enterprise environment of the financial/banking industry;
- Extremely proficient in Office 365 and the Microsoft Office Suite of Applications;
- Working knowledge of Microsoft Windows 2010 and above;
- Proficient in other utilised applications (Adobe, Skype, Dropbox, Online booking sites, Database software, queries);
- Experience and/or an understanding of ICT is desirable;
- Strong documentation experience, record keeping, minute taking, maintaining and storage of documentation;
- Strong incident and problem management experience;
- Effective and practical project management skills;
- Exposure in the identification, analysis and management risk components;
- Experience in data privacy practices and laws.

We offer you the opportunity to work in a challenging and creative environment with intellectually stimulating colleagues who are dedicated, energetic and committed. Applications, together with a detailed curriculum vitae, three referees and all relevant details to be forwarded no later than Friday 29th January 2021 and addressed to:

General Manager Human Resources, HFC Bank, P O Box 161, Suva.

Or by email to hfcrecruitment@hfc.com.fj Your interest will be treated in strict confidentiality. Only applications meeting the above criteria will be replied to. We thank you for your interest. Enquiries are to be directed via email to hfcrecruitment@hfc.com.fj