



VACANCY

HELP DESK OFFICER (HR/103/HDO 01/25)

21 January 2025

The Bank of Mauritius has as primary objective the maintenance of price stability and promotion of orderly and balanced economic development. Other objectives of the Bank are to regulate credit and currency in the best interests of the economic development of Mauritius and to ensure the stability and soundness of the financial system of Mauritius.

The Bank invites applications from suitably qualified candidates for the above-mentioned position.

The Help Desk Officer will be called upon to work on a 24/7 shift system (8-hour shift), on a rotation basis and will report directly to the Chief - Payment Systems in the Payment Systems & Digital Currency Division, or any other officer designated by the Bank.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

1. Cambridge Higher School Certificate with three subjects at Principal Level; and
2. A Diploma in Information Technology/Computer Science or in a related field, OR any relevant qualification acceptable to the Bank.
3. Working experience in a similar position in the Banking/Financial sector will be an advantage.

SPECIFIC SKILLS REQUIREMENTS

Successful candidates should have the following skillset:

- Familiarity with programming language, UNIX platform and Automatic Work Flow Scheduler.
- Knowledge of the use of a multi-line telephone, and ability to answer a high volume of telephone calls with courtesy, speed and accurately route the calls.
- Ability to follow-up on incidents and maintain communication with stakeholders as appropriate.

KEY RESPONSIBILITIES

- Provide first level support to participants of the National Payment Switch.
- Use remedy ticketing system to properly document and respond to incidents and service requests.
- Follow-up on tickets and ensure SLA is observed.

- Run batches at defined timeframe.
- Monitor transactions, connections and interfaces with member banks.
- Refer non-routine, sensitive and/or complex requests for information and other inquiries or complaints to appropriate staff.
- Monitor Fraud Alerts.
- Perform such other related duties as may be assigned.

COMPETENCIES AND BEHAVIOURAL SKILLS

The successful candidate should have:

- Good problem solving, listening and communication skills (fluent in both written and spoken English and French)
- Dynamic, reliable, self-motivated and customer service oriented
- A high degree of trustworthiness, discretion, maturity, tact and initiative
- Ability to work under pressure and deliver on pre-scheduled processes
- Ability to work in a team
- Ability to work independently with minimal supervision and assistance

TERMS AND REMUNERATION

The post of Help Desk Officer will be on the permanent and pensionable establishment of the Bank. The terms and conditions of employment of the Bank, relevant to the grade of Help Desk Officer, shall be applicable.

Appointment of external candidates to the permanent and pensionable establishment of the Bank shall be subject to completion of a satisfactory probationary period of one (1) year.

MODE OF APPLICATION

Application forms should be downloaded from <https://www.bom.mu/pdf/Vacancies/af.pdf>, and submitted through email, along with an updated curriculum vitae, a motivation letter and copies of all supporting documents for the position (National Identity Card, academic and certified professional certificates, evidence of any experience claimed), on human.resources@bom.mu or in a sealed envelope, with the job reference clearly marked on the top left hand corner of the envelope, addressed to:

Human Resources Section
Bank of Mauritius
Sir William Newton Street, Port Louis

The deadline for the submission of applications is **Tuesday 04 February 2025 at 4pm (local time)**.

NOTE FOR APPLICANTS

1. Applications received after the closing date will not be considered.
2. Only shortlisted candidates will be contacted.
3. Incomplete, inadequate or inaccurate filling of the application form may cause an applicant's elimination. It is an offence to give information which is false or to conceal any relevant information. This will lead to an application being rejected or, if a candidate has already been appointed, to the termination of his/her appointment.
4. Should there be any matter not covered by the Application Form that the applicant wishes to be considered with his/her application, the details must be given on an additional sheet to be annexed thereto.
5. Only the best qualified candidates will be called for interview and they may be required to undergo any selection process which may be applicable for the position (e.g. psychometric tests, written examination, numerical tests and/or any other selection process technique).
6. Recruitment by the Bank is made solely on the basis of qualifications and merit. Recruitment is not made against reward of any kind. Applicants must therefore guard themselves against any person who promises employment against reward, financial or otherwise, and report the case immediately to the nearest Police Station.
7. Any person who, directly or indirectly, by himself or by other person and in any manner, influences or attempts to influence any decision of the interview panel or the Bank or the Board shall commit an offence and shall be automatically disqualified from the recruitment process and may be liable to criminal prosecution.
8. The Bank reserves the right not to make any appointment following this advertisement without any obligation to give any reason to the candidate(s) of the grounds of its actions.