

Viewpoint Administrator & Business Analyst

April 2019

Trident Trust is a leading independent provider of corporate, trust and fund services to the financial services sector worldwide, employing 900 staff across a global footprint that spans Africa, the Americas, Asia, the Caribbean, Europe and the Middle East. We are seeking a talented systems professional to join our established BVI office to support the implementation of Viewpoint across the Caribbean region. Client-focussed and service oriented, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills.

The Role

The successful candidate will report to the office's head of IT and will work within a team supporting the installation of Viewpoint across the Caribbean region, ensuring performance, integrity and security of the system.

Key Responsibilities

- Implement Viewpoint, assist in the design and the improvement of the database's tools and services
- Provide guidance and advice to the senior management team on the project implementation
- Maintain an up-to-date understanding and competency in Viewpoint technological developments, and provide guidance and advice to the Board on those developments and implementing necessary upgrades
- Test and implement Viewpoint upgrades
- Develop Viewpoint protocols for data processing under the strategic direction of the Board and its delegates
- Input and extract data accurately from Viewpoint
- Train colleagues in how use Viewpoint, including how to input and extract data accurately
- Monitor Viewpoint efficiency and data processing
- Design and prepare Viewpoint reports as required
- Liaise with the head of IT to ensure that the information within Viewpoint is protected and backed-up
- Liaise with internal and external parties in analysing business procedure, clarifying requirements and defining the scope of the current software, hardware and network provision
- Liaise with all internal departments as required
- Observe and comply with the internal policies and procedures

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and

responsibilities relevant to the nature, level and scope of the post and the grade/band has been allocated on this basis.

Qualifications and Skills

- Advanced System Manager level up-to-date expertise in Viewpoint
- Effective project implementation skills
- Strong documentation and requirements-gathering ability
- Work across countries, support a wide variety of users and be easily identified as a go-to person
- High degree of professional ethics and integrity
- Conscientiousness, punctuality, flexibility and dependability
- Good written and oral communication skills
- Ability to create communications appropriate for the audience
- Co-operative and supportive team player
- Good interpersonal skills and the ability to communicate with tact and confidence in dealing with people at all levels, both internally and externally
- Competence in using Microsoft Office products
- Professional standard of written English
- Good numeracy skills
- Ability to plan, organise and prioritise tasks appropriately; and to manage time effectively
- Ability to perform under pressure of time and to deliver to deadlines
- Ability to work accurately ensuring attention to detail
- Ability to keep accurate and comprehensive records
- Ability to adapt and respond positively to change

Compensation

Competitive compensation will be offered, based on the successful candidate's relevant experience and overall suitability for the position.

How to Apply

Applications should include a complete C.V. and will be treated in the strictest of confidence. Please clearly outline the skills and attributes you would bring to the role, your availability and salary expectations. Applications should be submitted to Muriel Smith at msmith@tridenttrust.com.