



**OPPORTUNITY FOR EMPLOYMENT - TONGA DEVELOPMENT BANK**  
**DIGITAL IT OFFICER – HEAD OFFICE, NUKU’ALOFA**

Applications are invited from suitably qualified candidates for the position of **DIGITAL IT OFFICER** at the Tonga Development Bank’s, Head Office.

The position of Digital IT Officer - Head Office will be responsible for;

- processing daily card update, data tracking, checking transactions, gathering and reporting on Cards/ATM transactions and other support services to end-users (customers).

**Other responsibilities for the Digital Officer include :-**

- **Business Management**  
Looking after daily operations and ensure ATMs are functional.  
Coordinate with the ATM maintenance and external vendors.  
Ensure compliance with banking regulations and security protocols  
Handle customer complaints and escalate complex issues to the Manager.  
Educate customers on safe E-Banking usage and fraud prevention.
- **System Management and Support**  
Look after the day-to-day operations of digital banking platforms, including online banking, mobile banking apps, and other electronic services.  
Ensure the stability, security, and performance of digital banking systems.  
Provide technical support and troubleshooting for digital banking issues.
- **Security and Compliance**  
Implement and monitor security measures to protect customer data and financial transactions.  
Ensure that all digital banking activities comply with relevant regulations and industry standards.
- **Innovation and Development**  
Work with software developers and IT teams to design, develop, and implement new features and enhancements for digital banking services.
- **Customer Experience**  
Ensure seamless integration between various digital banking channels Focus on improving the user interface and experience of digital banking platforms to ensure they are user-friendly and accessible.  
  
Gather customer feedback and use it to refine and enhance digital banking services.
- **Risk Management**  
Identify potential risks associated with digital banking operations and implement strategies to mitigate them.

**Qualifications :** A Diploma in Information Technology/Business or relevant areas in Finance are desirable.

**Remuneration:** The post of Digital IT Officer is at Band 8 with a salary scale ranging from TOP\$21,722 to \$32,583per annum. The entry point will depend on qualification and working experience being brought to the job.

**Benefits:** Attractive benefits are also available including staff loans, retirement fund scheme and excellent opportunities for advancement.

**Applications:** Applicants from other organizations or Government Departments and Tongatapu must apply through their Head of Departments or employers. **Applications must be addressed to:** Acting/Chief Executive Officer, Tonga Development Bank, Fatafehi Road, P.O Box 126, Nuku'alofa. Application forms are available at any of the TDB offices and our website: [www.tdb.to](http://www.tdb.to). Only shortlisted applicants will be advised and arrange for an interview.

**Deadline :** Deadline for All applications is Friday 21 **March 2025, 4pm.**

For further enquiries, contact Human Resource division, Head Office at phone 23-333 extension 221.