

# INFORMATION TECHNOLOGIST II

Applications are invited from interested and suitably qualified individuals for the position of **Information Technologist II**, Providenciales, Turks and Caicos Islands.

## Description

- To provide a high level of technical support in a timely and cost effective manner that allows the company to meet or exceed the annual targets set for the company.
- Work with the Manager of Business Technology Solutions and all other staff members to ensure that all necessary technical equipment are operating effectively and efficiently thus allowing the smooth and controlled use of the company's assets.
- Perform key technical administrative duties for the effective functioning of the department.
- Perform ICT vendor relationship management to help build appropriate and effective business relations
- Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

## Main Duties & Responsibilities

- Troubleshoots problems with network, hardware and software installation and application.
- Provides Tier 1 user support services to diagnose and resolve problems.
- Ensure all solutions and resolutions to ICT problems are maintained and updated in service desk.
- Actively monitor service desk and ensure tickets are properly assigned and resolved in a timely manner.
- Maintains a number of technical equipment by providing installation, maintenance, configuration, and repair services to the equipment, components and peripherals.
- Performs in-depth research and analysis research for hardware modifications and upgrades.
- Assist with patching, updates and upgrades of all computers.
- Perform periodic maintenance on all computers, smart boards, end-user devices and other technical equipment.
- Maintain and manage all FTCI printers ensuring optimal operations.
- Maintain and ensure all meeting rooms and training room ICT assets are operating optimally.
- Ensure all displays and monitoring tools are working as expected and displaying relevant information e.g. Solarwinds, Service Desk, Dell Open essentials etc.
- Maintain and ensure all UPS (uninterruptable power supply) are operating optimally and network connected.
- Ensure all ICT wiring closets/office space/datacenters and IT storage are kept tidy and organized
- Perform computer replacement and disposal.
- Oversee and maintain all end-user devices

## INFORMATION TECHNOLOGIST II

### Main Duties & Responsibilities – continued

- Tracks, maintains and updates inventory of all ICT hardware and software installations.
- Maintain and perform ICT asset management duties.
- Assists in the organization with technical requirements to facilitate training and meeting needs.
- Trains and assists end users in proper use of equipment and software applications related to ICT services and activities
- Monitor and action all service desk tickets, properly classifying, updating incident resolutions and knowledge base.
- Perform, update and maintain all ICT problem and change management processes.
- Maintain and update the service catalogue and configuration management database.
- Provide tier 1 support for all technical request.
- Maintain and update network diagrams, procedures and policies.
- Perform routine delivery/onboarding and refresher training on ICT policies and procedures.
- Develop and sustain long-standing relationships with company-approved ICT vendors/partners
- Performs procurement of all ICT assets and services from suppliers and vendors.
- Ensure all department quotes, invoices, agreements, licenses and payments are properly maintain.
- Create all departments purchase requisitions and complete purchases ensuring all ICT assets are registered in service desk.
- Ensure all vendor contracts and agreements are current and updated in the vendor management systems.
- Assess ICT vendor's performance against established standards.
- Assist with maintaining and performing routine daily and weekly backups of the IT Systems
- Perform other job related duties as assigned.
- Perform configuration, deployment and management of all VHF radios and services, ensuring optimal performance.
- Create, review and update all user access and permissions.

### Monthly Duties

- Performs routine maintenance to ensure good operating conditions
- Assists in the evaluation of new equipment to be supported by the Technical Support area.
- Maintains inventory to ensure maintenance and repair of all ICT equipment.
- Reconcile and update all purchase requisition and payments
- Perform and maintain all project plans and task.
- Perform and provide key service management reports and KPIs.
- Maintains up-to-date virus protection.
- Any other duties as may be assigned from time to time.
- Assist with patching, updates and upgrades of all computers and servers.

## INFORMATION TECHNOLOGIST II

### Academic/Technical/Management Experience & Qualifications:

- Bachelor's Degree (B.S. or B.Eng.) from an accredited four-year college or university in a computer related field.
- Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organization typically gained from recognized bodies of knowledge and organizational information
- Knowledge of current Windows operating system and Microsoft office Suite required.
- Demonstrated competencies in personal computer hardware/software installation and troubleshooting and repair required.
- Must have work experience with varied technologies including but not limited to: Windows Operating Systems, Microsoft Office, Antivirus, Microsoft SharePoint, Printers, Mobile Devices.
- Associates degree or higher in Computer Science, Information Technology, Business or related field.
- Must have 2 years or more of relevant technical and business work experience.

### Abilities, Skills, Experience, Aptitude & Judgement:

- Excellent team player and team building skills
  - Good analytical skills
  - Excellent written and oral communications skills
  - Ability to deliver to strict deadlines and to work under pressure
  - Goal-oriented
  - Self-motivated
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- **Salary is commensurate with experience and qualifications.**