

Senior Professional - IT Infrastructure (Internal IT)

POSITION CLARIFICATION:

The office reports to the Team Lead Internal IT and will have responsibility for the Information Technology Infrastructure at iGovTT and for the Board of Directors. This includes planning, coordinating and administering the activities of the Information Technology infrastructure function within iGovTT.

KEY AND CRITICAL RESPONSIBILITIES will include:

- Provides technical expertise and support for the management of the IT infrastructure including designing, testing, operating and improving IT services
- Provides third-level response, review and diagnostics to incidents, requests, problems and changes regarding deployed services, servers, software, networking and telephony
- Develops and implements Disaster Recovery policies and processes utilizing infrastructure and software components to ensure preparation for recovery and continuity of IT services in the event of a disaster. Manages and maintains warm site provisioning, WAN backups, offsite service & data replication, infrastructure redundancy and supporting documentation
- Performs network administration functions including design, deployment, monitoring and maintenance of the corporate LAN, WAN, wireless and internet networking services
- Sustains network services by evaluating network performance, availability, utilization, throughput, and latency. Plans and executes the selection, installation, configuration, and testing of equipment, defining network policies and procedures and establishing service provider connections and firewalls
- Ensures high availability and maximum uptime of IT services by administering, monitoring and maintaining Server OS, virtualization, clustering and service redundancy mechanisms
- Manages Fibre Chanel Storage Area Network at primary and secondary offices to sustain storage capacity planning for production data and support backup retentions and offsite replication
- Maintains documentation and knowledge base repositories for assigned services and infrastructure as relates to systems design, configuration and changes
- Support telephony and VoIP infrastructure and its associated software, including IP-PBX administration
- Manage planning and maintenance of network cabling, including core and distribution network cabinets
- Perform routine network startup and shutdown procedures, and maintains control records

- Assists with IT related facilities management functions including electrical, cooling, fire suppression, video surveillance and card access provisioning, availability monitoring and support
- Follows change request procedures and policies when maintaining and updating equipment and services and keeping system documentation up to date, reflecting changes as they are made
- Oversee and facilitate hardware and software purchases for iGovTT
- Defines infrastructural project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget
- Monitors project progress by tracking activity, resolving problems, publishing progress reports and recommending actions
- Communicates with vendors as needed to identify and resolve technical issues and introduce new services
- Maintains policy compliance standards related to server and networking configuration and end user use of IT resources, addressing and reporting non-compliance issues as needed
- Performs Service Desk activities by maintaining records of incidents, requests, work activity and resolution using Service Desk software solution, performing escalation to level 3 support personnel as needed
- Coordinates activities of level 1 and level 2 support personnel to support service transition and operation processes
- Occasional evening and weekend work to facilitate off-peak service and infrastructure upgrade, maintenance, repair and on-call availability for emergency issues
- Performs other relevant duties assigned by the Team Lead, IT
- Ensure compliance and achievement of identified KPIs, SLAs and OLAs for the team
- Support the other Teams in the achievement of their SLAs and OLAs
- Work with other company Units on ICT related projects

KEY COMPETENCIES:***Knowledge & Experience:***

- At least five to seven years' relevant experience in Information Technology as evidenced by projects executed
- Experience in a public service environment would be considered an asset
- Good interpersonal skills with a demonstrated ability to exhibit tact, appreciate and manage staff issues with sensitivity
- Sound knowledge of computer networking and information management and infrastructure
- Skills in examining and re-engineering operations and procedures, formulating policy and developing and implementing new strategies and procedures in information technology
- Good technical knowledge on business applications and web-based and/or mobile application technologies, middleware platforms
- Proven experience in managing, maintaining and applying fixes to applications and software to ensure appropriate support and service level standards are met and exceeded
- Proven ability to solve complex problems presented on the job
- Proven ability to support complex, integrated technical solutions
- Proven ability to make decisions within a fast pace organization
- Knowledge of the principles, techniques, practice and methodologies of ICT-enabling technologies and enterprise-wide application sharing

Education/Accomplishments:

- Bachelor's Degree in ICT, MIS, Computer Science, Engineering, Telecommunications, or any other related discipline
- Formal training/certification in Project Management will be an asset
- ITIL certification/training will be an asset
- Professional systems and network administration certification
 - MCITP: Enterprise Administrator, or Microsoft Certified Solutions Expert (MCSE)
 - Cisco Certified Network Associate (CCNA)

How to apply:

Applicants are to submit their applications via email to igovtt-careers@igovtt.tt stating Name, Position being applied for and Contact Information in the subject line. Deadline date for the submission of applications: **1 June 2018.**

Please be advised that only suitably qualified candidates shall be contacted.