

Senior Professional - Information Systems (Internal IT)

POSITION CLARIFICATION:

The incumbent reports to the Team Lead Internal IT and has responsibility for internal information systems deployment and support guided by the System Development Life Cycle inclusive of the following:

- stakeholder engagement
- requirements documentation
- quality of service delivery
- implementation

KEY AND CRITICAL RESPONSIBILITIES include:

- Provides technical expertise and support for the management of the Information Systems including designing, testing, operating and improving IT services.
- Provides third-level response, review and diagnostics to incidents, requests, problems and changes regarding deployed information systems.
- Leads planning, design, implementation, enhancement and maintenance of the company's Finance, HR, Enterprise Project Management, Service Desk, Intranet Portal, CRM and database services.
- Responsible for maintaining functional and non-functional specifications in a portfolio of systems/applications designed to meet business requirements throughout project and program lifecycle.
- Formulates and defines system scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements
- Solicits and documents the functional specifications to assist the Solution Architect in the design of technical structures based on the existing standards and processes to meet business requirements.
- Provides integrated systems analysis and identifies how application/systems interact to support business processes.

- Liaise with the infrastructure architects, vendors and users to ensure they understand the functional requirements of the systems.
- Configures system settings and options to ensure business requirements are fulfilled.
- Maintains documentation and knowledge base repositories for assigned services and infrastructure as relates to systems design, configuration and changes.
- Defines information systems project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget.
- Monitors project progress by tracking activity, resolving problems, managing risks, 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
- 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 5 -7 years' relevant experience in Information Technology as evidenced by projects executed involving software analysis, design, and development
- 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

- Good technical knowledge on business applications (Finance, HR, Procurement, Project Management) and web-based and/or mobile application technologies, middleware platforms
- Extensive experience with Enterprise SharePoint 2013 and above; including migrations, and configurations and implementing advanced SharePoint solutions
- Extensive experience working with SQL Server
- Proven experience in managing, maintaining and applying fixes to applications and software to ensure appropriate support and service level standards are met and exceeded
- 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
- 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 in Project Management or Project Management Certification
- Formal Training in ITIL or ITIL certification
- Professional systems and network administration certification – Microsoft Certified Solutions Expert (MCSE): Productivity, Data Platform or Business Intelligence would be an asset

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: **4 July 2019**.

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

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www.igovtt.tt