

POSITION DESCRIPTION

INFORMATION TECHNOLOGY COORDINATOR

REPORTING TO: CHIEF OPERATING OFFICER

LOCATION: HEAD OFFICE, BARBADOS

The Information Technology Coordinator is a full-time position under the direction of the Chief Operating Officer. The Information Technology Coordinator is primarily responsible for direct end-user support for computer and networking hardware, systems development and maintenance, security and communications. The position also provides administrative and organizational services supporting the operations of the regional team, developing the ICT budget; addressing ICT procurement issues and implementing the Strategic Plan.

Key Responsibilities

Reporting to the Chief Operating Officer, the Information Technology Coordinator is responsible for:

- Facilitating the development of systems, and maintaining them to meet administrative, legal and financial requirements;
- Overseeing the management of electronic and/or paper-based information;
- Ensuring compliance with relevant legislation and regulations;
- Standardising information sources throughout an organisation or group of organisations;
- Resolving problems with information management by effective use of software and other information management resources;
- Enabling appropriate access to information;
- Managing and monitoring budgets and resources related to records and information management;
- Planning, developing and implementing the ICT budget, obtaining competitive prices from suppliers, to ensure cost effectiveness;
- Scheduling upgrades and security backups of hardware and software systems;
- Ensuring the smooth running of all ICT systems, including anti-virus software, print services and email provision;

- Ensuring that software licensing laws are adhered to;
- Ensuring the security of data from internal and external attack;
- Providing users with appropriate support and advice;
- Managing crisis situations, which may involve complex technical hardware or software problems;
- Maintenance of WAN and LAN and management of network users and resources
- Troubleshooting employee workstations, printers, etc.
- Support satellite offices and employees in the field remotely.
- Research and recommend hardware including but not limited to printers, scanners, PCs, and servers when requested.
- Coordinate a continual maintenance program for all company issued devices.
- Incidental training of staff regarding specific applications.
- Maintain inventory for company issued hardware and software.
- Keeping up to date with the latest technologies
- Any other duties as required by the Agency, including project related activities.

CORE COMPETENCIES

- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Accurately evaluate and prioritize software requests.
- Research, develop and recommend cost-effective technical system improvements.
- Maintain security, confidentiality, and integrity of Agency records and information.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Good team working skills.
- Effective presentation skills.
- Communicate effectively and positively with members, coworkers, and management.
- Be responsible in developing and maintaining a high level of product service knowledge.

EDUCATION/EXPERIENCE/CREDENTIALS

- Bachelor's degree in an Information Technology related field or equivalent combination of education and/or work related technical experience.
- More than 5 years' experience in at least a supervisory information technology position
- Proven experience with Windows desktop and server operating systems, Active Directory, TCP/IP networking, DHCP, Group Policies, security and authentication.
- Experience with MS Office 365 and MS SQL 2008/2012/2016.
- Experience with Microsoft's suite of business software such as SharePoint 2016, Exchange 2016 and Skype for Business.
- Exceptional interpersonal, communication, and leadership skills.
- CARIFORUM national