

BAHAMAS POWER AND LIGHT COMPANY LTD.
VACANCY NOTICE



VN.NO. 2023-73

HELP DESK ADMINISTRATOR

A vacancy exists in the Company for the position of **Help Desk Administrator** in the Information Technology Services Department.

The Position

This job is responsible for the efficient delivery of goods and services provided by the Information Technology Services Department and overseeing the resolution process for issues and user problems related to all computer, telephone, hardware and software applications.

Responsibilities of the position include, but are not limited to, the following:

- Acting as a liaison between customers and departments to ensure that all online, voice, network, and hardware related problems are processed in an accurate and timely manner.
- Assessing operations and identifying where operational improvements are required.
- Implementing, and controlling the efficient, effective flow and storage of goods, services, data, and related information from the point of origin to the point of consumption and retirement in order to meet customer and departmental requirements.
- Technical support activities including system evaluation, installations, tuning, database management, standards and methods for distributed Client/Server systems.
- Monitoring and maintaining system devices to prevent system failure.
- Overseeing special projects and participating on committees.
- Assisting in the development of ITS policies and procedures and participating in departmental budgeting exercises.
- Assisting in the management of the operations of Corporate Information Technology and Telecommunication Infrastructure.
- Managing and participating in the day-to-day event response, incident management, and problem management for the voice/data networks, and the network hardware/software in order to minimize the duration of network service interruption.
- Trouble-shooting; identifying, locating, resolving, and repairing problems; installing and configuring software upgrades.
- Participating in the team analysis of business operations, inefficiencies and technology research.
- Providing ongoing information to management, customers and colleagues regarding health of the environment, enhancements, innovations and secure network solutions.
- Researching current trends, industry best practices and emerging technologies.
- Assisting in the maintenance of a corporate disaster recovery plan.
- Developing strategic alliance with external agencies and business partners.
- Preparing monthly and quarterly reports.
- Tracking incidents and problems within the IT operating environment and liaison with other operating areas of the company to resolve enterprise emergencies.
- Working with the IT Director to identify, negotiate and implement contract changes with all IT service providers.
- Ensuring that optimal cost/benefit solutions are delivered through the active management of all IT procurement activity.
- Facilitating the change management process and activities of the Change Management Analyst.
- Carrying out supervisory responsibilities, including team development, coaching and performance evaluation.
- Performs other related duties as required.

Job requirements include:

- Bachelor's Degree in Information Systems, Computer Science or Business Management;
- Certification in Management or higher qualifications IBM System Administrator training or relevant experience. Must be experienced with both the iSeries from an administrative and operations perspective;
- A minimum of 3 years' experience managing a Help Desk or/and Customer Relationship Management Infrastructure and support personnel, with Service Level Agreements;
- A minimum of 5 years' computer experience with networking hardware and software and related operations;
- A minimum of 10 years' experience in a multi-platform environment of which five (5) years should be in a management capacity in the information system arena;
- Hands-on technical experience working with telecom technologies;
- Experience with Active Directory;
- Experience managing a high level technical staff;
- Troubleshooting and have a strong understanding of computer hardware components;
- Experience installing & configuring client/server applications & maintaining data networks;
- Experience with audio and video conferencing solutions and VoIP Telephony;
- Demonstrates procedural and technical writing skills.

Interested persons should apply to Afuture@bplco.com on or before: **November 10, 2023.**

Only candidates meeting the criteria will be contacted.