

BAHAMAS POWER AND LIGHT COMPANY LTD.
VACANCY NOTICE



VN.NO. 2023-72

HELPDESK ADMINISTRATOR - OPERATIONAL TECHNOLOGY (OT)

A vacancy exists in the Company for the position of **Helpdesk Administrator** in the Operational Technology (OT) Department.

The Position

This job is responsible for the efficient delivery of services provided by the Operational Technology (OT) Department overseeing the resolution process for issues and user problems related to all SCADA and other OT software solutions.

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

- Acts as a liaison between T&D and Generation Operations to ensure that SCADA is online, and related problems are processed in an accurate and timely manner.
- Provides assistance with project administration and document management.
- Assesses operations and identifies where operational improvements are required.
- Technical support activities including system evaluation, installations, tuning, database management, standards and methods for SCADA systems.
- Monitors the system health summary reports to prevent system failure.
- Oversees special projects and participates on committees.
- Participates in departmental budgeting exercises.
- Manages and participates in the day-to-day event response, incident management, and problem management for the SCADA systems, and the production databases in order to minimize the duration of network service interruption
- Ensures the appropriate tools and resources are in place to enable the team to respond quickly to outages and trouble reports.
- Trouble-shoots; identifies, locates, and resolves user issues.
- Analyzes SCADA operations, specify and report inefficiencies, research top technologies, recommend cost effective solutions, plan and perform the implementation of systems-related policies, procedures and standards.
- Ensures that OT services are seamless, transparent and effectively delivered and that problems are promptly resolved.
- Researches current trends, industry best practices and emerging technologies. Evaluates their applicability to the company and/or our customers and make recommendations based on future business needs.
- Assists in the maintenance of a disaster recovery plan. Establishes disaster recovery plans for the SCADA whenever data is lost from electronic databases.
- Develops strategic alliances with external agencies and business partners.
- Formulates OT policies and procedures.
- Prepares monthly and quarterly reports.
- Establishes standards, measures performance, and monitors activities in the department.
- Resolves incidents and problems within the OT operating environment and liaison with other operating areas of the company to resolve enterprise emergencies.
- Works with Control Engineering staff to identify creative and appropriate technology solutions to business issues and opportunities.
- Understands the operating requirements of all internal business applications and technologies.
- Works with the OT Manager/Director to identify, negotiate and implement contract changes with all OT service providers.
- Ensures that optimal cost/benefit solutions are delivered through the active management of all OT procurement activities.
- Assists with the creation and management of the Annual Technology Plan infrastructure, refresh programs and associated budgets.
- Facilitates the change management process.
- Performs other related duties as required.

Job requirements include:

- Certification in Computer Systems or higher qualifications, training, or relevant experience.
- Must be experienced in SCADA environments.
- Proficient in iFix SCADA and OSI SCADA Administration.
- Requires at least 2+ years' experience managing a Help Desk or/and Customer Relationship Management Infrastructure and support personnel, with Service Level Agreements.
- Requires at least 3+ years of computer experience with networking hardware and software and related operations.
- Experience with Historian Data Archives
- Experience with managing high-level technical staff.
- Troubleshooting experience and a strong understanding of computer hardware components.
- Demonstrated 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.