



HUMAN RESOURCE MANAGEMENT DIRECTORATE

Church Folly, Grand Turk, Turks & Caicos Islands. Ph: 649-946-2801, Fax: 649-946-1582

TURKS & CAICOS ISLANDS GOVERNMENT VACANCY

JOB TITLE: ICT MANAGER (DATA CENTRE MANAGER)

MINISTRY/INSTITUTION: MINISTRY OF FINANCE, INVESTMENT AND TRADE

DEPARTMENT/DIVISION: DIGITIZATION & E-GOVERNMENT TECHNOLOGY AND INNOVATION (DETI)

LOCATION: PROVIDENCIALES

JOB SUMMARY:

The ICT (Information and Communication Technology) Manager is responsible for designing, developing, implementing, and maintaining TCIG's technology solutions. This role focuses on the design and deployment of IT infrastructure that aligns with the organization's objectives. Key responsibilities include managing and maintaining the organization's website to ensure it is secure, efficient, and user-friendly, as well as overseeing the design, implementation, and maintenance of the IT network infrastructure. The ICT Manager ensures that all network systems, including local area networks (LAN), wide area networks (WAN), and data communication systems, operate efficiently, securely, and reliably. Additionally, they ensure that network security protocols are current and collaborate with other departments to deliver effective network solutions that support business goals. The role also involves overseeing the operations, maintenance, and performance of the organization's data center, ensuring it operates efficiently, with minimal downtime, and meets the required infrastructure, security, and performance standards.

TASKS AND RESPONSIBILITIES:

- Develop and implement IT systems and applications to meet the organization's requirements.
- Install, configure, and maintain computer hardware, software, and network systems.
- Design and implement security measures to protect the organization's data and networks.
- Conduct regular system and network audits to identify and address vulnerabilities.
- Manage and maintain data backup and disaster recovery systems to ensure business continuity.
- Provide technical support to end-users, resolving technical issues promptly.
- Ensure the integrity and availability of the organization's data and systems.
- Stay current with new technology and industry trends, applying best practices.





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- Stay updated on website administration best practices and recommend improvements.
- Oversee daily network infrastructure operations, ensuring minimal downtime and optimal performance.
- Manage the configuration, installation, and maintenance of networking equipment, including routers, switches, and firewalls.
- Implement network security measures to protect against internal and external threats.
- Collaborate with IT and business departments to ensure the network aligns with organizational needs.
- Lead, mentor, and support the network team, internal and external.
- Monitor network performance, proactively implementing solutions to address potential issues.
- Stay updated on networking technologies and trends to drive continuous improvement.
- Oversee day-to-day data center operations, ensuring high system uptime, reliability, and performance.
- Manage data center infrastructure, including servers, storage systems, networking equipment, and environmental controls.
- Ensure data security, disaster recovery, and business continuity plans are in place and regularly tested.
- Optimize energy usage and environmental controls (e.g., power and cooling) to enhance efficiency and sustainability.
- Collaborate with IT and other departments to support business growth and operational needs.
- Stay current on data center technologies and industry best practices, driving continuous improvement.

QUALIFICATIONS AND EXPERIENCE:

Educational Requirements:

1. **Bachelor's Degree in Information Technology, Computer Science, or a related field or equivalent certifications.**
 - A degree in IT, Computer Science, Information Systems, or Engineering.
 - Master's degree in a related field (e.g., MBA with an IT focus, Master's in IT Management) is preferred but not mandatory.

Technical Skills:





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- **Strong knowledge of networking technologies** (e.g., LAN/WAN, firewalls, routers, VPNs).
- **Proficiency in system administration** for operating systems such as Windows, Linux, and macOS.
- **Experience with virtualization and cloud computing** platforms (e.g., VMware, AWS, Azure, Google Cloud).
- **Database management and administration** experience (e.g., SQL Server, Oracle).
- **Proficiency in cybersecurity**, including firewalls, intrusion detection systems (IDS), antivirus software, and encryption.
- **Web development and content management systems** experience.

SALARY: GRADE 9 \$75,363.00 per annum

APPLICATION PROCEDURE

Resumes with current contact information must be accompanied by a Cover Letter and two letters of reference (one preferably from a former employer) as well as copies of educational certificates and a copy of the Passport photo page, National Turks & Caicos Islander Status Card (where applicable). Shortlisted candidates must submit a Police Certificate.

Applications should be addressed to The Director, Office of the Human Resource Management Directorate, Church Folly, Grand Turk.

Current serving officers must apply through their Head of Department

We thank all applicants for their interest, however, only persons selected for an interview will be contacted.

