JOB VACANCY

INFORMATION TECHNOLOGY MANAGER

Applications are invited from suitably qualified persons for the post of Information Technology (IT) Manager at the Eugene Dupuch Law School, Nassau, The Bahamas. The Eugene Dupuch Law School is a regional institution which is administered by the Council of Legal Education (Caribbean).

The IT Manager is responsible for building, implementing and maintaining the IT infrastructure of the EDLS including network operating systems, hardware, software and applications. The incumbent is also expected to generate solutions based on the analysis of information systems aligned to the organisation's Strategic Plan, the Operational Plans of the various departments, and the needs of the end users and to develop relevant policies.

MINIMUM EDUCATIONAL QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Information Technology or equivalent. Other relevant technical qualifications would be an asset

- Experience in the field of IT management to include a minimum of 5 years' experience in various IT areas including the following:

    a. **Messaging (Email)**: A minimum of 5 years' experience as an Exchange/email administrator including Microsoft Online Exchange. This includes both user and system administration of the messaging infrastructure.

    b. **Windows Server and Desktop Administration**: A minimum of 5 years' experience in managing an Active Directory Windows domain. The IT Manager must have an intimate knowledge in understanding the important concepts of Active Directory, which is the central authentication infrastructure for the organisation. In addition, he/she must have current experience in MS Windows Server platforms and MS Windows 10 Desktop operating system.

    c. **Networking**: A minimum of 5 years' experience with local area network and wide area network management. The IT Manager should be able to demonstrate knowledge of network design as it pertains to routing and switching and must have experience with configuring managing and deploying, managed and un-managed switches from multiple vendors.

    d. **Virtualization**: A minimum of 5 years' experience with virtualization. The IT Manager must have experience with virtualization technologies such as VMware and or Microsoft. He/she must be able to demonstrate knowledge of Storage Area Networks and storage technology from multiple vendors.

    e. **Project Management**: A minimum of 5 years' experience in managing IT projects.

- Strong oral and written communication skills.

Knowledge
1. Excellent knowledge of computer hardware and software systems and technical platforms (such as Windows) and management.
2. Comprehensive knowledge of existing and emerging technologies and interactive multimedia systems such as videoconferencing.
3. Working knowledge of the business intelligence (BI) activities to enable the use of technologies to gather and analyze data on information systems and present actionable information to improve decision making.

Skills
1. Excellent analytical, problem solving, and decision-making skills.
2. Excellent planning and organisational skills in order to coordinate and prioritize multiple activities towards a single goal/objective and manage time effectively to meet deadlines.
3. Excellent interpersonal skills, with the ability to relate effectively to persons at all levels.
4. Very good leadership skills and strategic thinking.
5. Very good customer service skills in order to anticipate the needs of others and handle requests proactively and effectively.
6. Strong written and oral communication skills.
7. Ability to review and recommend new technologies that pertain to education and administration.
8. Ability to manage projects, multi-task, work well under pressure, and follow up with progress activities supported by the necessary documentation.
9. Ability to analyze difficult situations and collaborate with others to find workable solutions.
10. Ability to build and maintain positive relationships and work with/lead teams.
11. Ability to negotiate and influence others for results.
12. Ability to work independently as well as within teams.

Attitudes
1. Demonstrates maturity, wisdom, and good judgment.
2. Exercises a very high level of confidentiality at all times.
3. Is compliant with EDLS organisational policies and procedures.
4. Willingness to support the operationalization of the strategic priorities of the institution.
5. Pays keen attention to detail and accuracy in work.
6. Is an independent and quick thinker, self-starter, self-motivated, hardworking, responsible, accountable, and energic and has a positive approach to work and other activities of the Law School.
7. Is able to work under pressure while exercising patience and tolerance.

The following duties would apply to this role.

Technical
1. Evaluates at least once per year, the operations of information systems hardware and software and recommends improvements or upgrades, where necessary.
2. Liaises with departmental heads to discuss and determine technology needs, system requirements specifications, costs and timelines and recommending cost-effective solutions.
3. Maintains current and accurate inventory of technology hardware and software and resources.
4. Develops and manages IT projects to ensure the efficient operation of the Law School.
5. Works closely with departmental managers to determine the maintenance and growth needs of the network and IT environment and assists with identifying viable IT technologies to support departmental needs and the organization.

6. Ensures network components meet needs and works together seamlessly, using the full range of capabilities, and stays informed about new features and competitive solutions.
7. Establishes network solutions and maintains physical and virtual servers.
8. Manages and maintains email server/exchanges for proper usage by both staff and students.
9. Installs, repairs, and maintains hardware, software and network operating systems, server(s) and peripheral equipment.
10. Ensures that proper firewalls are in place and are maintained.
11. Oversees the proper functioning of the Law School's website.
12. Monitors changing network technology and delivers solution-oriented technology reports to Heads of Department each quarter.
13. Monitors and executes all such other acts to maintain technology in order to ensure appropriate access by staff and students of the Law School including access to such online management systems and learning management platforms that the Law School may use from time to time.
14. Resolves IT issues, designs IT solutions and provides technical support and generally facilitates and secures the flow of data and information throughout the organisation.
15. Benchmarks state-of-art IT practices and evaluates trends to ensure consistent quality service to relevant stakeholders.
16. Continuously analyzes current process, technologies, and vendors to identify areas of improvement.
17. Prepares cost benefits analysis reports when upgrades are necessary, continuously analyzing vendors to ensure they offer the best possible service and value for EDLS needs.
18. Leads creation of and administers disaster plans that will keep the Law School functional in the event of a crisis.
19. Develops and executes disaster procedures and maintains data backups.

Strategic
1. Develops and implements IT policies and procedures in collaboration with key stakeholders in order to support the strategic goals of the EDLS and the needs of the end users create and review service level agreements, as necessary .
2. Analyzes institutional IT needs, identifies vulnerabilities, and develops and recommends solutions/systems, to enable efficiency and accuracy to inform business decisions and in support of a robust IT platform.
3. Recommends risk mitigation strategies in order to secure data and information and to protect the Law School's IT infrastructure
4. Provides a written strategy for adopting, improving, implementing and promoting IT within the organisation.
5. Contributes to the development of the Operational Plans for all departments with regard to strategies needed to improve the EDLS' IT infrastructure.

Professional
1. Identifies or discusses and commits to professional development opportunities.
2. Participates positively in performance management conversations and experiences.
3. Maintains professional conduct based on the EDLS' core values, policies, and procedures.
4. Promotes healthy working relationships with co-workers and external stakeholders.

Other duties

1. Leads discussions with software developers as relevant and alignment of the needs of the Law School with software applications.
2. Plans and budgets for all IT resources and services and manages related expenditures.
3. Develops training programmes and materials for staff and students, in collaboration with respective departments, to ensure proper usage of specialized systems for the Law School's functions.
4. Trains staff and students on both software and hardware, troubleshooting.
5. Attends and supports official events of the Law School and of the Council.
6. Performs other job-related duties that may be required to support the strategies of the department's Operational Plan or as assigned by the Registrar/Principal.

<u>Reporting Relationships:</u>

Receives supervision from the Registrar and Principal.

<u>The Application</u>

A letter of application, curriculum vitae and supporting documents and references from three (3) referees should be emailed not later **than April 21, 2021** to **admin@edls.edu.bs.**

Only short-listed applications will be acknowledged.

Late applications will not be considered.