

SENIOR ICT OFFICER II - ICT NETWORK & INFRASTRUCTURE

Applications are invited from interested and suitably qualified individuals for the position of **Senior ICT Officer II – ICT Network & Infrastructure**, Providenciales.

Description

Responsible for designing, implementing, managing, and maintaining the organization's ICT infrastructure and network systems. This includes enterprise networking, server systems, cloud platforms, cybersecurity, and disaster recovery. The role demands a strategic thinker with hands-on technical expertise and leadership capabilities to drive innovation, ensure operational excellence, and support digital transformation initiatives.

Main Duties & Responsibilities

Technical Leadership & Support

- Lead provisioning, installation, configuration, operation, and maintenance of all systems hardware/software and related infrastructure (servers, OT, communications).
- Act as escalation point for Service Desk and Desktop Support; provide tier 2 and 3 support for technical requests and incidents across Corporate and SCADA networks.
- Diagnose root causes of incidents, implement permanent solutions, and minimize recurring issues.
- Optimize integration of subsystems and applications for maximum value and performance.
- Ensure compliance with service level targets, operational agreements, and contracts.
- Provide technical guidance and mentorship to junior ICT staff.
- Foster a culture of continuous improvement, knowledge sharing, and professional development.

Infrastructure Architecture & Management

- Design and maintain scalable, secure, and resilient ICT infrastructure across on-premises, cloud, and hybrid environments.
- Design and orchestrate cloud infrastructure using industry and security best practices.
- Administer physical and virtual servers (Windows/Linux), storage systems (SAN/NAS), and backup solutions.
- Oversee data center operations including power, cooling, rack management, and hardware lifecycle.
- Lead infrastructure modernization efforts including virtualization, containerization (e.g., Docker, Kubernetes), and cloud migration.

Network Engineering & Operations

- Architect and manage enterprise network infrastructure including LAN/WAN, SD-WAN, VPN, wireless networks, and internet connectivity.
- Configure and maintain network devices (firewalls, switches, routers, access points) from vendors such as Palo Alto, Cisco, Fortinet, Juniper, Aruba.

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Main Duties & Responsibilities Cont'd

- Monitor network performance, troubleshoot issues, and implement proactive measures to ensure high availability and low latency.
- Manage IP addressing, DNS/DHCP services, VLANs, and QoS policies.
- Establish baseline network metrics and policies; maintain network diagrams and documentation.

Cybersecurity & Risk Management

- Assist in deploying and supporting security controls including firewalls, endpoint protection, SIEM, IDS/IPS, and patch management.
- Assist in supporting regular vulnerability assessments, penetration testing, and security audits.
- Assist with the development and enforce security policies, standards, and procedures aligned with ISO 27001, NIST, or other frameworks.
- Support incident response and forensic investigations in collaboration with internal and external stakeholders.

Cloud & Virtualization

- Manage cloud infrastructure (Azure, AWS, Google Cloud) including IaaS, PaaS, and SaaS solutions.
- Optimize cloud resource usage, cost, and performance through automation and governance.
- Administer virtualization platforms (VMware, Hyper-V) and support virtual desktop infrastructure (VDI).

Disaster Recovery & Business Continuity

- Support the design and maintain disaster recovery (DR) and business continuity (BC) plans.
- Assist with regular DR drills and ensure recovery objectives (RTO/RPO) are met.
- Support the maintenance of offsite backups and replication strategies for critical systems.

Project Management

- Lead infrastructure and networking projects from planning to execution, including budgeting, vendor management, and stakeholder engagement.
- Evaluate emerging technologies and recommend adoption strategies to enhance ICT capabilities.
- Collaborate with enterprise architects, application teams, and business units to align ICT infrastructure with organizational goals.

Documentation, Compliance & Reporting

- Maintain detailed documentation of systems, configurations, network diagrams, and operational procedures.
- Ensure compliance with regulatory requirements and internal audit standards.
- Produce regular reports on system health, performance metrics, and risk posture.

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Main Duties & Responsibilities Cont'd

Training & End-User Support

- Assess user training needs; train and assist end users in equipment and software use.
- Coordinate with team members to resolve helpdesk tickets and technical problems
- Participate in recruitment, onboarding, and performance reviews of team members.

Technical Areas of Responsibility

Primary:

- Cloud infrastructure and Dell Storage administration
- VCenter and VMware orchestration.
- Solarwinds, Sentinel and SIEMs
- SQL administration, desktop/printer/antivirus/encryption.
- Network devices (Switches, Routers, WLAN), firewalls, VPNs, load balancers).
- Data center and ISP network connections.

Secondary:

- Server, Network, Active Directory and (Windows, Linux, KVM, Data Domain, Avamar, Barracuda, SolarWinds).
- Communication, Collaborations and Telephony systems (Teams, SharePoint, Exchange, PBX, Avaya).
- Core E5 services (Exchange, Teams, SharePoint, Defender, Intune, Azure AD).
- Backup management & Disaster Recovery
- Milsoft, Genetec, Partner, GIS, AutoCAD applications.
- SCADA, Manage Engine, FTCL Radio Infrastructure.

Other responsibilities that will be assigned from time to time

This Job Description indicates the general nature and level of work performed by the position holder. It is not designed to contain nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of individuals in this role.

Academic/ Technical/ Management Experience and Qualifications:

- Bachelor's degree in computer science, Information Technology, or related field (Master's preferred).
- 7+ years of progressive experience in ICT infrastructure and networking roles.
- Industry certifications such as:
 - **Networking:** CCNA, CCNP, CCIE, JNCIE-ENT CompTIA Network+
 - **Systems:** MCSE, RHCE, VCP
 - **Cloud:** AWS Solutions Architect, Azure Administrator
 - **Security:** CISSP, CISM, CEH
- Advanced knowledge of TCP/IP, routing protocols (OSPF, BGP), and network security.
- Proficiency in scripting and automation (PowerShell, Bash, Python).
- Experience with monitoring tools (e.g., SolarWinds, PRTG, Zabbix).
- Familiarity with ITSM platforms (e.g., ServiceNow, Jira) and ITIL practices.

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Abilities, Skills, Experience, Aptitude & Judgement:

- Excellent communication, problem-solving, and stakeholder management skills.
 - Excellent analytical, troubleshooting, and communication skills.
 - Excellent team player and team building skills
 - Good analytical skills
 - Excellent written and oral communications skills
 - Ability to deliver to strict deadlines and to work under pressure
 - Ability to manage multiple priorities in a fast-paced environment.
 - Goal-oriented
 - Self-motivated
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- **Compensation is commensurate with experience and qualifications.**