



JOB OPPORTUNITY

The Caribbean Community (CARICOM) Implementation Agency for Crime and Security (IMPACS) established by Heads of Government, is seeking a suitably qualified individual to fill the following position at its Headquarters, stationed in Trinidad and Tobago:

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) MANAGER

OPEN TO ALL CARICOM NATIONALS

JOB SUMMARY

The ICT Manager will be responsible for directing and managing a variety of information and communications technology infrastructure services, including the architecture development, implementation, administration and operations for all voice and data networks. These functions may include but are not necessarily limited to defining and implementing ICT policies, procedures, and best practices, Service Desk, 24/7 operation of all services, systems security, scheduling and report distribution, backup, budget development and management and the development, management, and maintenance of the ICT Business Continuity Plan.

DUTIES AND RESPONSIBILITIES

- Develops and maintains the ICT strategic plans, business continuity plans and internal operating processes.
- Leads ICT Department operational and strategic planning, including fostering innovation, planning projects, as well as organising and negotiating the allocation of resources.

- Develops short and long-range plans covering the resource needs associated with delivery of ICT infrastructure, operations, application, and process support.
- Develops department budget and collaborates with the relevant Executive staff members and other Departmental Managers to complete the department's budget.
- Provides advice, guidance, and assistance to staff members and end-user areas on matters related to the design, development, and application of automated information processing systems.
- Manages financial aspects of the ICT Department, including purchasing, budgeting, and budget review.
- Develops business case justifications and cost/benefit analyses for ICT spending and initiatives.
- Works closely with key decision-makers/stakeholders to identify, recommend, develop, implement, and support cost-effective world-class ICT solutions for all aspects of the Agency.
- Directs and may participate in developing in-house applications, purchasing vendor software, and integrating the applications of either or both.
- Collaborates with other Departmental Managers to review project(s) status, discuss problem areas, and plan future courses of action (e.g., disaster recovery plan, impact of office automation activities on computer resources, etc.).
- Develops applications programming standards including project management models, design, development and maintenance procedures and related protocol.
- Maintains the necessary documentation for the department's functions.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of all ICT systems, including but not limited to servers, PCs, mobile phones, wireless internet devices, operating systems, hardware, software, and peripherals.
- Benchmarks, analyses, reports and makes recommendations for the improvement and growth of the ICT infrastructure and systems.
- Oversees provision of end-user services, including help desk and technical support services.
- Works with stakeholders to define business and systems requirements for new technology implementations.
- Directs research on potential technology solutions in support of procurement efforts.
- Approves and oversees ICT specific projects internal to the Agency.
- Develops and implements all ICT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.

- Develops Requests for Proposals as required.
- Negotiates and administers vendor, outsourced consultant contracts and service agreements.
- Practices asset management for ICT hardware, software, and equipment.
- Establishes and maintains regular written and in-person communications with the Agency's executives, department heads, and end-users regarding pertinent IT activities.
- Keeps abreast of the latest technologies.
- Liaises and collaborates with the ICT personnel within the Agency (Headquarters, JRCC and RIFC) in the execution and implementation of the Agency's projects.

QUALIFICATIONS, SKILLS, AND EXPERIENCE

- Bachelor's degree in Computer Science, Computer Information Systems or any related fields and/or advanced technical qualifications and certification (for example, MCSE, MCSA, Network Administration, Network Security) from a recognized University or Institution.
- A Master's degree in Computer Science or related field will be an asset.
- At least (ten) 10 years' work experience in ICT with at least five (5) years at a managerial level.
- Extensive experience in ICT infrastructure planning and development.
- Extensive knowledge of applicable data privacy practices and laws, current network hardware, protocols, and standards.
- Extensive knowledge of business applications, current industry technologies and products, operations, and practices.
- Extensive knowledge of all the operating systems used in the LAN/WAN environment and ability to troubleshoot and resolve problems with the assistance of external support.
- Extensive knowledge of high-level utilities used to install and maintain the LAN/WAN environment.
- Advanced knowledge of computer operating systems including all versions of Windows.
- Knowledge of project management principles. PMP certification will be an asset.
- Ability to conduct hardware and software evaluations, and perform selection and acquisition functions, using established purchasing process including RFP, RFI or RFQ as appropriate.
- Ability to conduct and direct research into ICT issues and products as required.

- Ability to read, interpret and create technical manuals, documents, specifications, and contracts and apply them appropriately.
- Ability to prepare, collate, analyse, and present concise oral and written reports and technical documentation to a wide variety of audiences.
- Ability to communicate LAN/WAN processes to a variety of audiences.
- Ability to multi-task and handle a high volume of work and function in a fast-paced environment.
- Ability to establish and maintain effective working relationships with internal/external clients, user departments, other department managers, subordinates, and key stakeholders.
- Ability to motivate and empower a team.
- Ability to work well independently and collaboratively.
- Ability to maintain a high level of confidentiality.
- Excellent negotiation, facilitation, and conflict resolution skills.
- Excellent analytical and problem-solving skills.
- Excellent interpersonal skills.

SUBMISSION OF APPLICATIONS

All applications are to be received by CARICOM IMPACS no later than **28 SEPTEMBER 2024** **and must include** nationality, work experience, educational qualifications, summary of professional skills, **the contact information of three references (at least two of whom are familiar with your work or education)**, and other relevant information via any of the following:

- Email: careers@carimpacs.org; or
- Mail: The Executive Director
PO BOX 4585
PORT-OF-SPAIN,
TRINIDAD AND TOBAGO

ONLINE APPLICATIONS ARE STRONGLY RECOMMENDED.

***CARICOM IMPACS thanks all applicants interested in working at the Agency.
However, ONLY shortlisted candidates will be contacted.***