

**FINANCIAL SERVICES COMMISSION  
JOB SPECIFICATION & DESCRIPTION**

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**JOB SPECIFICATION**

**JOB TITLE:** Deputy Director of IT

**DEPARTMENT:** Information Technology

**LOCATION:** Grand Turk

**JOB SUMMARY**

Reporting to the Director of Information Technology, the Deputy Director is responsible for planning and designing Windows based infrastructure, virtualization environments and storage networks across the infrastructure. This includes recommendation, configuration, installation, support and deployment of all server, storage and backup/archive technology, including operating systems and management tools and associated software applications supported by the IT Department.

**EDUCATION:**

- Graduate or post-graduate Degree in the field of Computer Science, Network Engineering or a related field from an accredited institution and an accredited degree program
- Professional certification in related fields such as: MCSE, MCP, VMware, Storage and/or other relevant credentials.

**KNOWLEDGE & EXPERIENCE:**

- A minimum of five (5) years of proven Systems Engineering experience working with a small to medium sized networks.
- Expert level experience in VMware/Hyper V virtualization design, build and administration.
- Expert level experience in storage management and administration.
- Expert level experience in Microsoft AD design, build, implementation and troubleshooting.
- Experience with SQL administration and SQL toolsets.
- Proven experience with network capacity planning, network security principles, and general network design, implementation and network management best practices.
- Experience with Dell servers

- Experience with Cisco networking in a support capacity is desirable.
- Experience with Load Balancer technology is desirable.
- High level of communication skills and strong interpersonal skills are required.
- Ability to function as a member of a team is a must.

**WORKING CONDITIONS:**

- Normal working environment
- Will be required to work outside of normal working hours to resolve issues.

**JOB DESCRIPTION**

**REPORTING AND ORGANIZATIONAL RELATIONSHIPS**

**Reports To:**

**Nature of Supervision Received:**

**Directly:**

Director of Information Technology

Close supervision

**Supervision Given To:**

**Nature of Supervision Given:**

**Directly:**

Systems Administrator II – PLS  
 Systems Administrator II – GDT  
 N/A

**Indirectly:**

N/A

**LIAISES WITH:**

**Internally:**

IT Officer III  
 All Staff Members

**Externally:**

Vendors/Suppliers

## **DUTIES & RESPONSIBILITIES:**

### **Strategy & Planning**

- Engineering, designing, configuring, installing, integrating, maintaining, and troubleshooting of server systems, network, storage & backup/archive technology and server administration
- Assessment and optimization of the server system, storage networks and data networks, through network monitoring, statistics, and daily health checks.
- Planning technology roadmaps for VM, AD, network, storage, backup/archive & management tools services.
- Monitors disk capacity and CPU performance in providing optimum user performance. Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
- Ensures quarterly audit of all user access rights are reviewed, approved and updated across all systems
- Develop technical specifications and business cases to support new service acquisitions.
- Maintain industry knowledge on industry trends and new services i.e. Cloud computing, virtualization.
- Develop, manage and architect methods of patch management, server hardening and operational efficiencies.
- Develop sustainable and expandable network architecture solutions.

### **Operational Management**

- Administer Server environments, including supporting specific enterprise technologies such as exchange, mobile device technology, hyper v, active directory, file shares, web services (IIS), and windows networking and management services.
- Responsible for implementation of all updates to the production environment via the change management tool and process.
- Monitor and maintain network infrastructure as well as relationships with external providers.
- Respond to all systems alerts - error indicators, error messages, failures, and peripheral malfunctions.
- Securing/monitoring all systems access.
- Manage and operate the data mirroring solution.
- Lead and participate in the annual DR test.
- Monitor, analyze, and predict trends for storage equipment performance, space allocation, and data growth to recommend enhancements to the Director of IT.
- Develop routines for end-users to facilitate storage best practices.
- Create, or support creation of, required reports in response to business user needs.
- Ensure the integrity and security of enterprise data on host computers and during data transfer in accordance to business needs and industry best-practices regarding privacy and security.
- Assist in Server System security audits.
- Assist in performing test routine system backups and restores.

- Assist in anticipating, mitigating, identifying, troubleshooting, and resolving hardware and software problems on servers.
- Analyze system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations and/or purchases.

**AUTHORITY TO:**

- N/A

**PERFORMANCE CRITERIA:**

This job is satisfactorily performed when:

- Networking policies, standards and configuration parameters are reliable, accurate and conform to applicable standards and best practices.
- Specifications documents and changes/updates to the network are accurate and reliable.
- Industry standards, best practices, technology trend reports and recommendations are current, accurate and reliable.
- Systems failures are properly documented and corrective measures implemented within agreed timeframes.
- Inventories of system components (hardware and software) are maintained, secured, and accounted for.

**This document is a true and accurate description of the position.**

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**INCUMBENT/S**

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**DATE**

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**HEAD-OF-DEPARTMENT**

\_\_\_\_\_  
**DATE**