

JOB TITLE	IT Supervisor	DEPARTMENT	Network Services
JOB GRADE		LOCATION	Victoria Sq. Port Of Spain
Supervisor	Network Services Manager	DATE	April 2010

Information Technology Supervisor Job description

SUMMARY AND BASIC JOB FUNCTION:

Under general supervision, ensures the optimum availability of computer networks, computer hardware, software and telephone systems. The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners.

PRINCIPAL ACTIVITIES, DUTIES AND RESPONSIBILITIES:

- The IT Services Supervisor will be responsible for the day to day management of the IT department.
- Monitor daily operations of team and ensure that stated objectives are met
- Maintain attendance records for all IT staff.
- Mentor and coach Operations team members
- Provide technical guidance and leadership to team members
- Performs successfully and provides mentorship to the rest of the team in a high availability, highly integrated computing environment serving the business processing needs. Works successfully with the operations team, application teams, and business groups to solve operational issues.
- Coach and train all IT Staff to excel at their work.
- Providing regular communications to the user community/customers of IT Services including but not limited to: maintenance schedules, notification of major incidents and progress reports on the same, introduction or removal of services, features and capabilities that may be of interest or use.
- General process management – i.e. ensuring defined and approved processes are being adhered to and implement new or enhanced processes where these are required to improve the delivery and efficiencies of IT Services.
- Technical ability to design, review, implement and troubleshoot IT networks , software and hardware.
- Maintain performance management of the group, manage daily tasks, and handle routine supervisory functions for group members directly under their supervision.
- Participates in the strategic planning of the department in matters related to staffing, financials, and overall direction of the organization
- Writes and conducts employee performance reviews and provides ongoing performance feedback.
- Provides input to departmental policies, procedures, budget, and standards.

- May lead or guide the work of other staff engaged in similar functions
- Attend and actively participate in weekly meetings
- Coordinate with development team to schedule releases of software updates
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary
- Upkeep documentation for all servers, equipment, inventory and software.
- Document and complete Scheduled Maintenance Operations as necessary.
- Document and submit RFOs for outages which may occur.
- Create and update ticketing system as per issues being worked on.
- Provide weekly reports on KPIs and current projects currently being worked on.

MINIMUM JOB REQUIREMENTS:

Essential:

- 3- 5 years IT technical experience and ideally in one of more areas including but not limited to application development and support, system (UNIX) administration, network (LAN/WAN) management, Windows (AD and Email) administration and support, data warehouse reporting and MIS.
- Ability to implement and enforce processes to ensure compliance and quality.
- Advanced knowledge and troubleshooting of Windows Server 2000/2003, Linux and Macintosh systems.
- Advanced knowledge of Internet Information Services 5.x and 6.0
- Knowledge and troubleshooting of WebMail.
- Leadership: Customer Focus Demonstrates commitment to customer satisfaction, solicits customer feedback, takes responsibility for solving problems.
- Provides others with reliable information, creates and delivers accurate reports and presentations, uses good listening skills.
- Advanced knowledge and troubleshooting of MS SQL Server 2000
- Minimum knowledge and troubleshooting of Visual Basic Script
- Working knowledge of web application security, understanding of vulnerabilities and countermeasures
- Ability and desire to learn new skills quickly
- Effectively communicate issues and resolutions to all levels of the organization
- Ability to maintain confidentiality with sensitive customer and internal information

Desirable:-

- BSc Computing or related discipline.
- 2 years experience in a supervisory capacity.
- MCSE
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KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong interpersonal and communication skills
- Knowledge of a wide range of varying Operating Systems, applications, hardware, networking, and communications.
- Ability to function in a fast paced environment.
- Punctual, regular and consistence attendance.
- Ability to communicate effectively, both orally and in writing.
- Ability to diagnose and rectify a wide range of computer hardware and software problems.
- Ability to provide advanced technical assistance and comprehensive problem resolution to end users.
- Ability to install and configure computer systems, hardware, and peripherals.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of customer service standards and procedures.

This description is a summary of principal responsibilities and is not intended to include all duties, which may be assigned.

Salary will commensurate with qualifications and experience