



VACANCY – INFORMATION TECHNOLOGIST I APPRENTICE

Applications are invited from interested and suitably qualified individuals for the position of **Information Technologist I Apprentice**, Providenciales, Turks and Caicos Islands.

Description

- To provide a high level of technical support in a timely and cost effective manner that allows the company to meet or exceed the annual targets set for the company.
- Work with the Manager of Business Technology Solutions and all other staff members to ensure that all necessary technical equipment are operating effectively and efficiently thus allowing the smooth and controlled use of the company's assets.
- Perform key technical administrative duties for the effective functioning of the department.
- Perform ICT vendor relationship management to help build appropriate and effective business relations
- Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Main Duties & Responsibilities:

- Troubleshoots problems with network, hardware and software installation and application.
- Provides user support services to diagnose and resolve problems.
- Maintains technical equipment by providing installation, maintenance, configuration, and repair services to the equipment, components and peripherals.
- Performs in-depth research and analysis research for hardware modifications and upgrades.
- Assist with patching, updates and upgrades of all computers.
- Perform periodic maintenance on all computers, smart boards, end-user devices and other technical equipment.
- Assist in computer replacement and disposal.
- Tracks, maintains and updates inventory of all ICT hardware and software installations.
- Maintain and perform ICT asset management duties.
- Assists in the organization with technical requirements to facilitate training and meeting needs.
- Trains and assists end users in proper use of equipment and software applications related to company services and activities
- Monitor and action all service desk tickets, properly classifying, updating incident resolutions and knowledge base.
- Perform, update and maintain all ICT problem and change management processes.
- Maintain and update the service catalogue and configuration management database.
- Provide tier 1 support for all technical request.
- Maintain and update network diagrams, procedures and policies.
- Perform routine delivery and refresher training on ICT policies and procedures.
- Develop and sustain long-standing relationships with company-approved ICT vendors/partners
- Performs procurement of all ICT assets and services from suppliers and vendors.
- Ensure all department quotes, invoices, agreements, licenses and payments are properly maintain.
- Create all departments purchase requisitions and complete purchases.
- Ensure all vendor contracts and agreements are current and updated in the vendor management systems.
- Assess ICT vendor's performance against established standards.
- Perform other job related duties as assigned.

Monthly Duties

- Performs routine maintenance to ensure good operating conditions
- Assists in the evaluation of new equipment to be supported by the Technical Support area.

- Maintains inventory to ensure maintenance and repair of all ICT equipment.
- Reconcile and update all purchase requisition and payments
- Perform and maintain all project plans and task.
- Perform and provide key service management reports and KPIs.
- Any other duties as may be assigned from time to time.

Academic/Technical/Management Experience & Qualifications:

- An Associate's Degree, equivalent or higher from a recognized tertiary level institution in Computer Science, Information Technology or related field.
- Knowledge of current Windows operating systems and Microsoft Office Suite required.
- Demonstrated competencies in personal computer hardware/software installation and troubleshooting and repair required.
- Must have work experience with varied technologies including but not limited to: Windows Operating Systems, Microsoft Office, Antivirus, Microsoft SharePoint, Printers, Mobile Devices.
- 2 years or more of relevant technical and business work experience is an asset.

Abilities, Skills, Experience, Aptitude & Judgement:

- 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
- Goal-oriented
- Self-motivated

Salary commensurate with experience and qualifications.

Deadline for submission of applications (inclusive of a cover letter, resume and a FortisTCI application form) is January 12, 2023 to:

**Claudia Munnings
Director, Human Resources
FortisTCI Limited
P. O. Box 132, Providenciales
Email address: hrapplications@fortistci.com**