

Career Opportunity

POSITION

IT Operations Specialist

LOCATION

San Ignacio, Cayo District

Summary of Primary Responsibilities:

- Drive operational efficiencies through innovation and automation and manage underpinning technologies.
- Maintain ownership of key IT operational processes such as service, incident, and problem management, conduct reviews to minimize major incidents, and make formal recommendations for solutions.
- Lead project management of IT initiatives and provide regular status reports to the company.
- Manage and maintain network infrastructure, including firewall, switches, wireless networking and other components.
- Manage and administer the server infrastructure, active directory, and Office 365 environment.
- Aid in developing, implementing, and managing the cyber security strategy and controls, while minimizing cyber risks and ensuring security of corporate assets.
- Aid in developing, implementing, and managing the Disaster Recovery Plan, Business Continuity Plan, and associated controls to ensure recovery of critical business processes and IT systems in an efficient and timely manner in the event of a disaster.
- Aid in developing business case justifications, cost and benefit analyses, bid requirements, upgrades, audit compliance and continuous improvement initiatives for IT operations.
- Aid in formulating and deploying long-term IT strategic plans to support the delivery of corporate targets and enable business efficiency and cost-effectiveness.
- Aid in benchmarking, auditing, analyzing, reporting, and making recommendations to improve IT infrastructure and systems.
- Aid in deploying, monitoring, maintaining, developing, and supporting all IT assets (hardware and software) based on department needs.
- Aid in developing and implementing IT and Security policies and procedures, including those for architecture, operational processes and standards, service provisions, general security controls, disaster recovery, data classification, and access controls.

Education, Experience and Skills:

- Bachelor's degree in Information Technology, Computer Science, or related fields. Diploma or certification in Computer and Network Support, such as A+, Network+, Security +, or equivalent experience qualifications, is a plus.
- Five (5) years of professional experience in IT, service management, network infrastructure, service desk support, or related IT functions.
- Must demonstrate strong leadership skills and be self-motivated and driven.
- Excellent writing, verbal, and analytical skills, and the ability to present facts, conclusions, and recommendations in written communications, both in formal and informal formats.
- Excellent organizational and time management skills, with the ability to manage multiple priorities and competing demands under pressure and tight timelines.
- Outstanding ability to build strong partnerships with employees, contractors, and external stakeholders, at all levels, through intuitive business insights and personal credibility.
- Experience with leading problem-solving initiatives and root cause analysis investigations, resolving issues by analyzing and evaluating possible solutions.
- Extensive experience in application support, Windows desktop and server operating system administration, printer management, active directory, and group policy administration for Office 365.
- Strong background in networking technologies LAN, WAN & WLAN.
- Proficient in MS Office applications, including Outlook, Word, Excel, and PowerPoint.
- Must maintain confidentiality.
- Must be in good health and physical fitness.

The successful applicant must reside in the San Ignacio\Santa Elena Town area or Benque Viejo Del Carmen Town.

Application Submission Deadline:

December 31, 2024

Applicants must complete the employment application online at: <https://www.fortisbelize.com/careers>. Application letters, two (2) letters of reference, copies of educational qualifications and a valid police report must be submitted by the application deadline.

Email: corporate@fortisbelize.com.

Human Resource Department
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