



# EXTERNAL VACANCY NOTICE

**Position: Senior Manager (IT Infrastructure & Operations)  
Information & Communications Technology Department**

Applications are invited externally from suitably qualified staff members for the above position of **Senior Manager (IT Infrastructure & Operations), Information and Communications Technology Department**.

## **Job Summary**

This individual provides strategic leadership in the development and management of an enterprise-wide infrastructure (such as the NIB Data Centre (NDC) and Wide-Area Network (WAN)) that is robust, secure, and highly available in reliable and secure facilities for server hosting to support high-performance electronic services delivery.

## **Infrastructure (ING)**

This individual is responsible for the development, management, and operation of:

- A robust network infrastructure that connects all the NIB locations to each other, thereby enabling them to communicate electronically and have access to any other NIB online resources.
- A reliable application hosting infrastructure that allows NIB to house its applications, internet websites and electronic services that are implemented to facilitate business transactions between the NIB and its external customers (i.e. the citizens and businesses) and employees.

## **IT Operations & DC Facilities Group (OPG)**

This individual is responsible for the development, management, and operation of:

- A secure NIB Data Centre which is a physical premise that houses all the key NIB ICT infrastructure, websites and critical business applications;
- A backup and recovery plan for mission-critical systems hosted within the NIB Data Centre.

## **Responsibilities**

1. Develop, review, maintain, and enforce IT processes.
2. Lead, manage, and develop people within the Section in order to develop and retain a motivated and competent team to achieve the Board's IT vision.
3. Supervise direct reports, monitor and assess performance, conduct, attendance and assist with staff development.
4. Monitor managers' adherence to policies and procedures regarding performance management (performance reviews), disciplinary procedures, attendance, leaves, and general staff administration.
5. Operationalize the annual ICT work planning and budgeting process, the ICT master planning and the ICT project monitoring processes.
6. Drive policy development, review and consult in accordance with IT best practices, established procedures, and guidelines.
7. Ensure that remedial action plans to mitigate risk and/or operational issues highlighted during the Internal Audit process are implemented.
8. Monitor the progress of ICT projects and provide consolidated reports to various oversight bodies.
9. Manage customer service standards as it relates to KPIs, surveys and feedback.
10. Monitor all requests, ensure facilities are maintained and that the condition of the offices are in compliance with NIB's image and standards.
11. Oversee the management and utilization of the annual ICT budget; monitor utilization, ensure proper usage and compliance to policies and procedures in order to ensure efficient and optimal utilization of funds, with proper accountability and within the approved budget.
12. Manage the expense process of the project to ensure that required controls are in place and expenses do not exceed approved budgets without approval.
13. **Directions & Strategies For NIB Data Centre:** Set the directions and develop strategies for NDC and WAN, observe, analyze load demand gather feedback or projections from NIB Departments in order to ensure that the NIB Data Centre continues to serve the needs of the Board in the most cost-effective manner.
14. **Operations Of NIB Data Centre:** Initiate and lead the NDC team in developing "best in class" processes and procedures for the operations of the NDC; oversee the execution of data center processes; monitor the quality of service provided; review performance results monthly; conduct, manage follow-up to the review; provide guidance to team as necessary; respond to customer feedback in service level and value provided in order to ensure service availability.
15. **Process Innovation and Improvement Management:** Set directions and strategies and drive innovative initiatives to improve the service provisioning by NDC; consider customers' feedback; oversee continuously conduct gap analysis between current and desired end state and situation analysis; review proposals for areas for improvement; approve proposals; assign and allocate finance and manpower resource to the improvement work; monitor implementation and changes in order to achieve organizational and operational excellence and innovation in the NDC.
16. **Financial Planning And Management:** Plan and manage the budget and the financial status of NIB Data Centre operations; review previous year budgets and expenditures; propose annual budget aligning it to proposed annual work-plan; monitor the operating expenditure and revenue IN ORDER TO ensure financially sound and healthy operations of NIB Data Centre.
17. **Contract Management:** Monitor the expiry of software and hardware licenses; manage the hardware maintenance contracts and NDC service contracts; renew licenses and service contracts as needed in order to ensure the validity of the contracts so that NIB Data Centre services are not disrupted.

## **Qualifications and Requirements**

1. Bachelor's Degree in Computer Science, Information Systems or a related field from an accredited College or University.
2. A minimum of five (5) years experience managing an Information Technology Department.
3. A minimum of 9-10 years of experience working in Information Technology.
4. Good knowledge of ICT security subject matters, including computer viruses, networking, firewalls, IPS/IDS, encryption, passwords, operating system security, security tokens, directory services, Public Key Infrastructure (PKI).
5. Skills in using Microsoft Office productivity tools.
6. Strong organizational skills.
7. Experience working with technical IT staff.
8. Experience liaising with Senior Managers.
9. Experience in IT audits.
10. Analytical and problem-solving skills.
11. Good interpersonal and communication skills.

## **Application**

Interested persons may apply by submitting a cover letter with the subject **Senior Manager (IT Infrastructure & Operations), Information and Communications Technology Department** and resume, along with the necessary proof of qualifications marked **private and confidential** to:

**Assistant Manager, Recruitment  
Human Resources  
The National Insurance Board  
Clifford Darling Complex  
Nassau, Bahamas**  
or via e-mail: [apply@nib-bahamas.com](mailto:apply@nib-bahamas.com)

Application Deadline: December 13, 2024