

## Job Description

Job Title:	Information Systems Officer	Job Category:	Information Systems
Department/Group:	Information Technology	Job Code/ Req#:	
Location:	ORIA	Travel Required:	Occasional Travel
Level/Salary Range:	Grade 4	Position Type:	Full-Time
Job Holder:			

## Job Purpose

This position is responsible for providing first-line Helpdesk and back-office network support for customer inquiries, problems, and/or requests, including website and web portal services. Provide expertise, advice, and advanced knowledge, including in-depth problem-solving to users or customers to help diagnose and resolve their computer or system equipment issues. Oversee the computer network to ensure smooth functioning and continuity of network access to all legitimate users.

## Dimensions

Participate in ensuring that the Information Technology systems and services meet or exceed the standards set by the Cayman Islands Airports Authority in accordance with international standards and recommended practices. These include computer, telephony, network, web, internet, and other related systems and services.

## Role And Responsibilities

- Provide customer support via email, telephone, and other available means, such as remote access.
- Responsible for opening, tracking, and closing trouble tickets and remaining on top of status updates and request while reporting to the customer. Ensure the customer is informed promptly of issues affecting them.
- Setup, configure, and manage users, software applications, customisation, etc. Coordinate and assist with provisioning new users, including cabling and creating secure user logins.
- Ensure the relevant security measures are maintained to facilitate optimum service and prevent unauthorised access. This includes, but not limited to, firewalls, protecting the users and network from outside threats, including hackers, viruses, spyware, malware, etc.
- Carry out record-keeping relating to all helpdesk, support, corrective, and Preventative Measures. Create and maintain regular statistical reports reflecting technical activity and other performance factors. Analyse data, make recommendations, and provide statistical data support to the Information Systems Managers as required.

- Monitor the day-to-day health of the LAN, WAN, and VLANS while performing diagnostic and troubleshooting activities to fix problems within the network in collaboration with the Information Technology Manager.
- Ensure system back-ups are done regularly. This includes developing and maintaining emergency and disaster recovery systems to back-up and restore the main network.
- Schedule, carry out, and record preventative maintenance work on the network and associated applications and services. Strive to ensure maximum network efficiency.
- Assist with developing, implementing, and maintaining procedures, processes and work scheduling to ensure compliance with the Authority's' standards and recommended practices. This includes implementing and maintaining a preventative and corrective maintenance programme to ensure the continuous operations of all IT systems and services, including airport security, CCTV, and airport parking systems.
- Handle the receiving, shipping, moving, and fixing of equipment
- Ensure all IT-related supplies and equipment are ordered when necessary, and record-keeping is maintained.
- Research, diagnose, and resolve procedural and system problems associated with trending technical operations and development.
- Maintain the IT documentation library to ensure correct legibly recoverable information relating to all maintenance activity is maintained and kept. Assist with the maintenance of all documents relevant to the operation of the Section, including PM Manuals, Technical Instructions, etc.
- Maintain IT equipment and spares inventory, ensuring that adequate spares are maintained at all times.
- Assist with system and equipment life cycle management, including identifying systems for replacement, upgrade, or acquisition. Assist with capital costing, procurement, and implementation of systems and equipment.
- Participate in project activities when required. Inform information Technology Manager of project progress, changes in resource availability, or project risks.
- Any other ICS duties as required.

## Qualifications and Education Requirements

- Five (5) years of experience or more with various software applications and programmes
- A CompTIA-A+, MCITP certification, or equivalent
- Advanced proficient current computer knowledge and literacy, especially in MS Windows, MS Office Suite of applications, Azure Stack, and O365
- Experience with virtual serves (VMware) is a benefit
- Knowledge of current computer hardware system, Lenovo and Dell, is very beneficial
- Experience with (Microsoft Great Plains) is a benefit
- Experience with Mitel 3300 ICP and Call Accounting is benefit
- Familiarity with internationally recognised information technology standards and recommended practices

### Preferred Skills

- Excellent organisational, interpersonal skills, team-working, communication, and written skills
- Excellent troubleshooting, critical thinking, analytical, and problem-solving skills
- Must be willing to work to tight deadlines and work under pressure when required
- Be prepared to work flexible hours, including evenings, holidays and weekends

### **Assignment & Planning of Work**

The Information Technology Manager assigns work in conjunction with the Chief Information Officer.

### **Supervision of Others**

The post-holder will not be directly responsible for staff supervision but will be required to assist the Information Technology Manager with coordinating contractors, other IT partners, and personnel. One should be able to assist with motivating a team to maintain a high standard of service.

### **Other Working Relationships**

- Close Liaison with all CIAA personnel, including the management team
- Liaison with other technical support individuals

### **Safety Responsibilities**

The post holder has the following safety responsibilities:

- To comply with the relevant safety requirements and procedures outlined in the pertinent Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Manual (SMM) and other duly approved Manuals, Safety Directives, and Safety Advisories;
- To apply system safety measures as required by safety management procedures and instructions;
- To advise the Chief Safety Officer of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety;
- Supporting safety audits as and when they occur;
- Supporting safety investigations as and when they occur; and
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year.

## **Safety Training & Education**

As per Section 4 .1 of the CIAA SMS Manual (Vol. 2)

## **Additional Notes**

Post-holder shall adhere to acceptable standards as required by the ICS unit procedures and any other appropriate policies. They will have decision-making authority and control regarding IT/IS technical and administration matters, as directed by the Information Technology Manager.

## **Working Conditions**

Typical working conditions are normal office hours, with extra time required during emergencies. Will work in an office environment but may be able to dress casually. Works as part of a team and must work cooperatively. Flexible shift work will be required at times. Some lifting, moving, shipping, receiving, and fixing of equipment involved.



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Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:		Date (dd/mm/yyyy):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	