



*Our people are our competitive advantage.*

At Butterfield, we pride ourselves on being approachable, disciplined and proactive. If you embody these qualities and have the necessary experience, you may be the one we're looking for.

## **IT Analyst III**

### **Group Technology Department**

This position reports to the Bermuda IT Supervisor and is the primary operations and support technical resource for IT operational systems in Bermuda.

#### **Your responsibilities will include:**

- performing technical operations and maintenance for the daily function of the systems, which the retained IT function has under its remit
- performing technical changes using approved procedures, including being involved with incident management
- evaluating and recommending appropriate hardware and software solutions for local and Group IT systems; includes leading the activities in implementation of these projects
- maintaining working knowledge of appropriate technologies and skills for managing Bank systems
- developing working documentation and user guidance as required
- collaborating with internal and external stakeholders when required

#### **Your experience may include:**

- Bachelor's degree in computer science/engineering or relevant discipline with a minimum of five years direct experience in Citrix, VDI, VMware, and IBM/HP hardware and software
- experience in working with IT outsourcing vendors as well as cloud-based technology is mandatory
- six years direct experience with: Postilion, Datacard embossers, network video recorders, storage area networks, scanning systems, Andover, Lenel, and Avigilon
- relevant professional or technical certifications (Microsoft SQL, QRM certification, VMware, MCSE)
- ability to gain and maintain good rapport with departmental managers and employees through reliable and consistent service delivery
- understanding of the ITIL process models
- logical problem-solving skills and the ability to prioritise efforts based on business needs
- excellent communications, documentation, and interpersonal skills
- knowledge of the financial services industry
- proficient in Microsoft Office suite of applications

Please apply by 1 April 2013 to:  
Sandra Furtado, Human Resources,  
Butterfield, P.O. Box HM 195, Hamilton HM AX  
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[www.butterfieldgroup.com](http://www.butterfieldgroup.com)



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