



IT SUPPORT SPECIALIST & DATABASE MANAGER

Bermuda Investment Advisory Services Ltd. (BIAS) is a full service Investment Management and Advisory group with companies in Bermuda and Cayman seeking **IT Support Specialist & Database Manager**. This role is responsible for all aspects of I.T. including Network, system, desktop and end user support and also responsible for database management and reporting. This is a hands on position that requires a diverse set of technical skills as well as the ability to keep up with the ever-changing technology and end user needs.

Responsibilities and Duties include:-

- Network support & maintenance of LAN (Local Area Network) and Wide Area Network (WAN). Ensure connectivity between Bermuda & Cayman offices including remote access to/from each office.
- Design and implement reporting database applications and report automation.
- Server support & maintenance (BES, Exchange, AD, GPO, FTP, DNS & WSUS - Fixing; patching – security, bugs etc., ensure all systems are backed up frequently and consistently, ensure consistent functioning (uptime)
- Help Desk / Work Station Support/ Telephony/Video/Skype system maintenance / trouble shooting. Including ensuring the smooth performance of all equipment - audio visual; printers, fax; scanners, etc. For systems under warranty, ensure timely maintenance by vendors.
- System protection – management of Firewalls and other security measures; ensuring anti-virus protection remains current. Manage security card issuing process including record keeping and periodic audits. Manage video surveillance system monitoring. Issue alerts to staff re: known spam / Trojan horse/ phishing attacks.
- Software management - Install, update software as required. Ensure consistent programme functioning; assess new software offerings & upgrades against the needs / usage levels of the business. Gather quotes; make purchase recommendations as appropriate.
- Database Management (including design, implementation & maintenance) for all data & reporting systems including: SQL Server; Crystal Reports, Access, Excel; Email etc.
- Documentation Management - keep all system/ equipment/ software/ warranty documentation current and centralized for easy reference.
- Maintain and amend IT Disaster Recovery Plan so that it fulfills current requirements. Assist with Business Continuity Planning, ensure appropriate system redundancies are in place; provide advice on areas of risk / vulnerability as appropriate.
- Provide ongoing status reports, outlining next steps, indicating progress status as well as documenting resolutions. (Monthly)
- Supporting and training end users in using the network, Crystal Reports, Microsoft Outlook, Microsoft Office, Goldmine, ACT and our proprietary trade management system.
- Setup monitoring to regularly assess functioning of hardware and systems as well as data integrity and application performance.

Educational and Work Requirements include:-

- University degree in the field of computer science, management information science, with five years experience in data systems administration with at least one Microsoft Certification **OR** a two year information technology diploma with seven plus years of experience in data systems management and with at least one Microsoft Certification.
- Experience with Microsoft SQL system management and the ability to create and use complex SQL queries for data analysis.
- Extensive report writing skills specifically in Crystal Reports.
- Understanding of network management and support of a Windows environment including Microsoft Exchange Server and Active Directory
- Understanding of LAN/WAN, TCP/IP, DNS, Hubs, CISCO Router, VPN, Network Security including the ability to configure workstations, administer Network and manage database permissions.
- An understanding of the investment industry including financial markets and securities is preferred, but not required.
- Ability to travel to offices in other jurisdictions and to work with minimal supervision meeting deadlines as necessary.

If you are looking for a rewarding and challenging career, please submit an application and detailed resume to:

Human Resources, Bermuda Investment Advisory Services Ltd.,
Wessex House, First Floor, 45 Reid Street,

Hamilton HM 12, Bermuda

Or by fax to 1-441-292-7292; or email: recruiting@bias.bm

Closing Date: January 17th 2014

BIAS is an Equal Opportunity Employer.

Licensed to conduct business by the Bermuda Monetary Authority