



IT SERVICES MANAGER

Reporting directly to the Information Systems Manager, the successful candidate will be responsible for managing all operational aspects of the IT requirements in a busy and growing retail environment. The incumbent must be self-motivated, able to work with minimal supervision and deliver results on time and within budget requirements.

The successful applicant will be responsible for:

- Assisting the IT team with strategic planning
- Managing projects to successful completion
- Managing relationships with external contractors
- Troubleshooting and diagnosing issues with applications and systems
- Analyzing and reviewing new products and processes to increase operating efficiency
- Provide technical support for cash registers, computers, printers and other IT related systems as needed,
- Administering and providing first-line support for internal systems
- Providing emergency support after-hours whenever necessary
- Providing overnight systems maintenance as necessary
- Any other tasks appropriate to the position as required by the Information Systems Manager and CEO

The skills required to be successful in this position include:

- An Associates Degree in a computer related field of study or 5 years of relevant experience.
- Proven ability to provide end-user desktop, application, printer/scanner, and network administration
- Proven ability to provide support in a heterogeneous computing environment including Windows, Linux, VMWare vSphere, and Windows Active Directory
- Preferred experience with Microsoft Dynamics NAV and office automation software
- Proven experience with electronic payment processing and multi-site retail POS systems
- Strong ability to program in C, Linux scripting, and gawk and ability to learn new programming languages
- Experience with relational database management systems and SQL, especially Microsoft SQL Server
- Experience administering and supporting Office 365
- Experience in Cisco IP network design and support, including: switches, routers, firewalls, IP telephony, IP CCTV, and enterprise wireless infrastructure
- Effective interpersonal, planning, organizational and communication skills
- Client-server experience in a retail environment preferred
- Excellent verbal and written communication skills and a strong ability to multi-task
- Must be able to work on several projects simultaneously, and be able meet strict deadlines, especially in emergency situations

Qualified applicants should apply online at www.phoenixstores.bm. If unable to apply online, please submit a detailed cover letter and resume to: Human Resource Manager – The Phoenix Stores Limited, PO Box HM 826, Hamilton HM CX Bermuda.

We thank all applicants for their interest,
but only those being considered for an interview will be contacted.

Closing Date: May 9, 2022