

# Join a team who cares about excellence

## SENIOR IT SERVICES SPECIALIST INFORMATION TECHNOLOGY SERVICES DIRECTORATE

Bermuda Hospitals Board strives to provide the highest in quality health care through service excellence, education and leadership. We are seeking qualified, highly motivated and skilled professionals to work in a supportive, but demanding environment. The ability to work harmoniously within a team of professionals is critical as we continue to improve patient care.

### **Key responsibilities include:**

- Oversees effective Problem and Incident Management protocols and acts as a backup for Field Support Manager
- Delegates responsibilities to appropriate team members and ensures that they are completed in an effective, efficient and timely manner
- Develops and ensures the maintenance for operational procedures and the Knowledge database
- Leads in satisfaction surveys for areas of responsibility, monitors trends with customers and identifies/implements intervention strategies to exceed customer expectations
- Monitors and reports on key performance indicators and metrics makes recommendations for increased service delivery efficiencies and effectiveness.
- Provides On-Call support as well as develops/implements/monitors a training programme for junior team members regarding departmental processes and procedures
- Provides hardware/software consultation, tracking, ordering and receiving
- Provides end user hardware repair and replacement services

### **Qualifications &/ Registration required:**

- Bachelors degree in Information Technology or equivalent discipline
- 10 years experience in similar position
- Technical certificate and ITIL Foundations Certification preferred
- Experience in customer service which includes field/desktop support and/or service desk support. Knowledgeable of the components of technology hardware equipment such as computers, wireless devices, printers, peripherals, etc.
- Proficient with Microsoft Operating Systems, Microsoft Office Suite products, remote connectivity, VPN, remote support tools, printer setups, wireless devices
- Proven ability to learn new concepts and apply them in real time
- Excellent written and verbal communication skills

If you want to make a difference, and if your experience and qualifications match the above criteria, **visit [www.bermudahospitals.com](http://www.bermudahospitals.com), and apply through BHB Jobs NOW.** Select "Work at BHB" and follow the steps.

**Closing date for applications is: July 8, 2011.**

Pre-employment substance abuse screening is mandatory for all successful candidates.



**Bermuda Hospitals Board**

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