



*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 Information Technology Department

This position reports to the Bermuda IT Supervisor and is responsible for being 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 for 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
- assisting with mentoring/developing junior employees

#### Your experience may include:

- University degree in computer science/ engineering or relevant discipline with three years direct experience with Postillion, Datacard Embossers, Network Video Recorders, Storage Area Networks etc.; within the financial services industry
- relevant professional or technical certifications (Microsoft and/or CISCO Designations)
- demonstrated understanding of the ITIL process models
- proven ability to mentor/develop junior employees
- excellent communication (oral and written), interpersonal, organisation, problem-solving and documenting skills
- proficient in Microsoft Office suite of applications

Please apply by 12 October 2011 to:  
C. C. Gail Callender, Human Resources,  
Butterfield, P.O. Box HM 195, Hamilton HM AX  
Fax (441) 292 2073  
[resumes@bm.butterfieldgroup.com](mailto:resumes@bm.butterfieldgroup.com)

[www.butterfieldgroup.com](http://www.butterfieldgroup.com)



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