



CARIBBEAN COURT OF JUSTICE

JOB DESCRIPTION

Position Title:	INFORMATION SYSTEMS MANAGER
Department:	
Unit:	INFORMATION SYSTEMS
Reports Directly To:	REGISTRAR & CHIEF MARSHAL
Reports Indirectly To:	PRESIDENT
Directly Supervises:	Systems Administrator, Network Administrator, Information Systems Support Technicians, Multimedia Officer and Information Systems Analyst

Position Objective:

Oversee and guide the design, acquisition, implementation, maintenance, and enhancement of information systems to support, facilitate and drive the achievement of the organization's goals and objectives.

Key Responsibilities and Duties:

Leadership and Management

- Develop and execute the ICT strategic plan, annual business plan, and budget that support the organization, monitor expenditures against the budget.
- Develop, implement, and review policies for the management of ICT, including security and sustainability, service standards, maintenance and information and records management.
- Contribute to the development, implementation, review and refinement of other policies, procedures, and systems to support and improve the operational efficiency and effectiveness of the CCJ.
- Oversee the work of supervised staff and provide guidance, supervision and coaching as necessary to achieve desired results.

- Ensure the development and training of staff, through planning, cross-training, and evaluation of the transfer of learning and training outcomes.
- Conduct accurate and timely performance reviews.
- Solicit feedback including performance reviews from departments and units within the Court to determine any needs or challenges that information systems could solve.
- Conduct at least monthly group and individual meetings with supervised staff to promote open communication, including timely sharing of relevant information for the efficient operation of the Department.

ICT

- Implement integrated solutions and information systems architecture that meet current needs and can adapt to future business needs, including process redesign.
- Plan and manage all aspects of management of the life cycle of information systems and resources.
- Develop the ICT capability of the organization's human resources.
- Manage ICT projects to successful completion including supervision of ICT consultants, contractors, and service providers to ensure delivery and warranties of stated system requirements, specifications, costs, and timelines.
- Coordinate and participate in the design, procurement, installation, upgrading, operation, control, and maintenance of ICT infrastructure components.
- Develop, update, and implement ICT business continuity, security and disaster recovery plans.
- Participate in trouble-shooting system problems; liaise with user departments accordingly to reduce down time and response times.
- Seek opportunities, new methods and trends in ICT capabilities and products to support organizational growth and development.
- Keep abreast of new and emerging hardware and software technologies and products and assess their relevance and potential value to the organization; Liaise with Vendors as required to obtain value for money.
- Provide reports to senior management on the progress and status of ICT plans.
- Provide guidance/advice to the Executive and Managers on the benefits, costs and issues related to information systems for more informed decision-making.

Other

- Assist with the planning and co-ordination of conferences, projects and events as directed
- Serve on committees as required.
- Perform any other related duties as assigned from time to time.

Required Knowledge, Skills and Abilities:

- Excellent analytical, problem solving and decision-making skills
- Excellent negotiating skills and experience with building a solid network of vendors.
- Excellent interpersonal, communications (oral and written) and presentation skills.
- Excellent customer services skills.
- Proven knowledge of systems analysis, design, database management, web-based development, security, networking and telecommunications.
- Demonstrated knowledge of ICT infrastructure design and ICT solution architecture.
- Demonstrated knowledge of Information Systems Strategic Planning.
- Demonstrated knowledge of project management.
- Strong planning and organizing skills.
- Sound leadership skills.
- Sound judgement.
- Working knowledge of Visioning and Strategic Planning.
- Proficiency in relevant software programs.
- Familiarity with operating systems, programming languages and system controls.
- Familiarity with general financial terminology.
- Ability to effectively implement and administer strategic and business plans.
- Ability to work well in a team, and demonstrate the highest level of professional integrity, respect and diplomacy for colleagues and others.
- Ability to efficiently manage time, multi-task and function effectively in a fast paced and demanding environment.
- Ability to work well in a multi-cultural, multi-religious, multi-ethnic environment with sensitivity and respect for diversity.
- Ability to maintain confidentiality at all times.

Internal Relations:

Liases with:

- All Computer Users
- Executive and Department Managers

External Relations:

Liases with:

- IT Consultants/Contractors and Service Providers
- Computer Software/Hardware/Equipment Vendors and Manufacturers

Minimum Education and Experience

- A Master's Degree in Management Information Systems or any other systems related degree
- Supervisory/Leadership Certification
- Eight (8) years working experience in the field of ICT, including five (5) years at a managerial level.

SALARY BAND: 8**BASE SALARY : US\$4,414.39 (Free of Taxes)**