

# INFORMATION TECHNICIAN

## Job Advertisement

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| <b>Reporting To:</b>  | Information Technology Manager   |   |
| <b>Division:</b>  | Information Technology   |   |
| <b>Grade Level:</b>   | 7.1  |   |
| <b>Remuneration:</b>  | \$56,037.00  |   |
| <b>Special Requirements:</b>  |  |   |
| <b>Employment Type:</b><br><input checked="" type="checkbox"/> Continuous Employment<br><input type="checkbox"/> Fixed Term Contract<br><input type="checkbox"/> Independent Contractor<br><input type="checkbox"/> Consultant<br><input type="checkbox"/> Intern | <b>Hours:</b><br><input checked="" type="checkbox"/> Full-Time<br><input type="checkbox"/> Part-Time<br><input type="checkbox"/> Part-Time Shift<br><input type="checkbox"/> Casual/Flexible | <b>Location:</b><br><input type="checkbox"/> All Islands<br><input checked="" type="checkbox"/> Providenciales<br><input type="checkbox"/> Grand Turk<br><input type="checkbox"/> Salt Cay<br><input type="checkbox"/> North and Middle Caicos<br><input type="checkbox"/> South Caicos |

### About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority ("TCIAA") (established under The Airports Authority Ordinance, Ord.11 of 2005) is responsible for constructing, controlling, and managing airports and providing and maintaining runways, taxiways, and terminals for the efficient operation of airports in the Turks and Caicos Islands. Its current portfolio consists of owning and operating six airports while providing air navigation services for the low-level airspace above the territory. Our mission is to provide world-class airport facilities and operations through high standards in safety, security, quality, efficiency, innovation, and customer service, recognizing their importance to the overall socio-economic development and strategic growth of the Turks and Caicos Islands.

### About the role

This role covers various systems, equipment, and the company's Local Area Network. The successful applicant will be responsible for, but not limited to, the continued operation and maintenance of the company servers, workstations, printers, fax, Airline shared use system, self-check-in Kiosks, time clock system, CCTV Security, and access control systems. In addition, computer hardware and related device repairs are required for all systems. This individual will provide the IT Administrator and the Engineering and Maintenance Manager with the necessary recommendations and guidelines for the continued operation, expansion, design, and security of the TCIAA systems and Equipment.

### Responsibilities and Key Deliverables

- Troubleshoot and resolve hardware, connection, printer, and software issues reported by the department.

- Update network applications as required.
- Maintain daily tape backup and off-site tape storage.
- Troubleshoot and resolve all problems encountered with hardware and software. As needed, escalate requests to the appropriate party. Replace or repair defective parts and equipment.
- Conduct technology training for new users.
- Provide support to the Engineering & Maintenance team.
- Conduct briefings and demonstrations for users to enhance system productivity.
- Perform routine server monitoring and performance benchmarking.
- Monitor and remove viruses, spyware, and other unauthorized software.
- Complete special projects as requested.
- Performs routine and preventive maintenance as needed and as per schedule to ensure the ongoing functioning of systems.
- Prepares written materials (e.g., repair status, activity logs, reports, etc.) to document activities and convey information.
- Requests equipment and supplies to maintain inventory and ensure availability of items required to complete the necessary installation and/or repair.
- Responds to emergencies during or after working hours, including holidays and days off.
- Ability to Travel throughout the Turks & Caicos Islands to install, repair, and maintain computer and network systems at airports on other islands.
- May perform other duties as assigned by your manager or any other person authorized to give instructions or assignments.

## Qualifications

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- Degree in Electronic & Computer Technology or related field, including Cisco, Microsoft, and Oracle-approved training organizations.
- A Minimum of 1 to 3 years of working experience in the Information Technology Field.

## Core Competencies

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- Ability to maintain a positive attitude and assist customers in high-stress situations.
- Excellent customer support skills.
- Proficient in Microsoft Office Applications (Word, Excel, and PowerPoint).
- Knowledge of Windows desktop operating systems from Windows 2000 to Windows 11.
- Ability to multitask, prioritize, and manage time efficiently.
- MS Exchange, Active Directory, and Office 365 support.
- Microsoft Server 2008, 2012 & 2016.
- Working knowledge MS-SQL & Oracle.
- Basic networking knowledge.
- Excellent team collaboration and interpersonal skills.
- Moderate physical effort (able to lift/carry up to 25 lbs.)

## Benefits

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- Mandatory Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as determined and/or required and/or appropriate by the CEO.

The Turks and Caicos Islands Airports Authority (TCIAA) is committed to diversity, equity, inclusion, and accessibility in the workplace. Diversity is ingrained in who we are and how we do business.

Therefore, we welcome applicants regardless of ethnicity, gender, ability/disability, religion, and sexuality.

**Interested individuals must submit:**

- **Cover letter**
- **Resume**
- **2 Job References testifying to character and competency for the role,**
- **Police record**
- **Proof of status**

**No later than August 19th 2025 to:**

Human Resources Manager  
Turks and Caicos Islands Airports Authority  
Providenciales International Airport  
Telephone# 649-941-8692, Fax# 9415996. Email: [hrrecruitment@tciairports.tc](mailto:hrrecruitment@tciairports.tc)

**Turks and Caicos Islanders Only Need to Apply**