



JOB VACANCY- INFORMATION SYSTEMS MANAGER

The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd is a private limited liability company, established by the Tobago House of Assembly (THA) to assist in the diversification of the Tobago economy through the promotion of environmentally sustainable production, and the provision of project management services on the island.

The Company invites applications from suitably qualified Nationals for the position of **Information Systems Manager**.

The Information Systems Manager is responsible for the planning, development, implementation, security, and maintenance of the organization's information systems and technology infrastructure. The role ensures that ICT systems effectively support business operations, improve efficiency, enhance data integrity, and align with the organization's strategic objectives at all locations under E-IDCOT's purview. The incumbent serves as the Company's principal advisor on information systems, digital transformation, cybersecurity and information governance, ensuring that technology investments support the Company's strategic objectives, operational resilience and service delivery.

Duties and Responsibilities

Information Systems Management

1. Provides leadership in systems administration, enterprise applications, cybersecurity, digital transformation initiatives, and ICT governance, while ensuring compliance with relevant policies, procedures, and regulatory requirements.
2. Oversee the design, implementation, and maintenance of the organization's information systems and enterprise applications.
3. Ensure systems are reliable, secure, scalable, and aligned with business needs.
4. Manage system upgrades, patches, and configuration changes.
5. Evaluate and recommend new technologies to improve operational efficiency.

IT Strategy and Planning

6. Develop, implement and periodically review the Company's ICT Strategy in alignment with corporate objectives.
7. Prepare annual ICT work plans, budgets, and procurement requirements.
8. Conduct needs assessments and feasibility studies for new systems and solutions.
9. Establish ICT governance frameworks.
10. Develop ICT policies and standards.

Network and Infrastructure Management

11. Oversee the organization's network infrastructure, servers, cloud services, and data storage systems.
12. Oversee the planning, implementation and maintenance of CCTV systems, access control systems, visitor management systems, Wi-Fi infrastructure and other operational technologies deployed across the Company's facilities.
13. Ensure high availability of ICT systems and minimize downtime.
14. Coordinate with vendors and service providers for infrastructure support and maintenance.

Cybersecurity and Data Protection

15. Develop, implement and maintain the Company's cybersecurity framework, information security policies and associated procedures.
16. Establish and maintain appropriate technical and administrative controls to safeguard the confidentiality, integrity and availability of the Company's information assets.
17. Conduct periodic cybersecurity risk assessments, vulnerability assessments and penetration testing and implement appropriate mitigation measures.
18. Develop and maintain an Incident Response Plan for cyber incidents and coordinate the investigation, reporting and resolution of cybersecurity events.
19. Ensure that all servers, workstations, network devices and cloud-based systems are appropriately secured, patched and monitored.
20. Coordinate cybersecurity awareness programmes and mandatory security training for all staff.
21. Monitor emerging cybersecurity threats and recommend appropriate technical and operational responses.

Digital Transformation

22. Develop and implement the Company's Digital Transformation Strategy in alignment with E-IDCOT's Strategic Plan and business objectives.
23. Identify opportunities to improve operational efficiency through the implementation of digital technologies, business process automation, artificial intelligence (AI), workflow management systems and enterprise applications.
24. Lead the evaluation, selection, implementation and integration of enterprise systems, including financial management systems, procurement systems, human resource management systems, project management platforms, electronic document management systems, asset management systems, customer relationship management systems and other business applications.
25. Promote the digitization of business processes, records and information to improve service delivery, transparency and operational resilience.
26. Advise management on emerging technologies and recommend investment priorities that improve productivity, customer experience and organizational performance.
27. Develop and maintain the Company's ICT Strategy, ensuring that technology investments support future operational and strategic requirements.
28. Lead organizational change management activities associated with the introduction of new technologies and digital solutions.

Business Continuity and Disaster Recovery

29. Develop, implement and maintain the Company's ICT Business Continuity and Disaster Recovery Plans.
30. Ensure that appropriate backup, replication, recovery and failover mechanisms are maintained for all mission-critical systems.
31. Conduct scheduled disaster recovery and business continuity testing exercises and implement lessons learnt from such exercises.
32. Ensure that critical ICT infrastructure maintains appropriate redundancy and resilience to support uninterrupted business operations.

Data Governance and Information Management

33. Develop and implement a Data Governance Framework to ensure the effective management and protection of organizational information assets.
34. Oversee database administration and reporting systems.
35. Establish policies and standards for data quality, ownership, classification, retention, storage, archival and disposal.
36. Ensure the integrity, accuracy, consistency and availability of corporate data used for operational and strategic decision-making.
37. Promote the implementation of electronic records management systems and digital document repositories across the Company.
38. Ensure compliance with applicable legislation, regulatory requirements and best practices relating to data privacy and information management.
39. Support Management through the development of business intelligence dashboards, reporting tools and data analytics capabilities.

Performance Management and ICT Governance

40. Develop and monitor Key Performance Indicators (KPIs) for the Information Technology Unit and report periodically to the Chief Executive Officer on performance against established targets.
41. Monitor system availability, network performance, service desk response times, incident resolution times and user satisfaction and implement continuous improvement initiatives.
42. Establish Service Level Agreements (SLAs) for ICT services and monitor compliance by internal staff and external service providers.
43. Maintain an ICT Risk Register and periodically report significant ICT risks and mitigation strategies to Executive Management.
44. Coordinate internal and external ICT audits and ensure timely implementation of audit recommendations.
45. Maintain the Company's ICT Asset Register and oversee the lifecycle management of all ICT hardware, software licenses and technology assets.
46. Prepare periodic reports for the Chief Executive Officer on the status of ICT projects, cybersecurity, digital transformation initiatives, infrastructure performance and technology investments.

Systems Support and User Services

47. Supervise ICT support services to ensure timely resolution of technical issues.
48. Manage helpdesk operations and escalation procedures.
49. Provide technical guidance and training to staff on systems and applications.

Vendor and Contract Management

50. Manage relationships with ICT vendors, consultants, and service providers, including the administration of software licensing agreements, maintenance contracts and warranty arrangements.
51. Monitor vendor performance and service level agreements (SLAs) to ensure value for money and continuous service improvement.
52. Manage software licensing agreements, maintenance contracts and warranty arrangements.

Leadership and Supervision

53. Supervise and evaluate junior staff, including technicians, and support personnel.
54. Foster a culture of service excellence, accountability, and continuous improvement.
55. Provide coaching and professional development opportunities for ICT staff.
56. Supports and champions the pursuit of the Company's goals and objectives and effectively supports other units in the achievement of their targets.
57. Complies fully with the Company's policies and procedures and adhere to the Company's Core Values and Code of Business Conduct by daily demonstration of associated behaviour.
58. Perform any other duties as required by the job function.

Education and Job Experience

1. Bachelor's Degree in Information Technology, Computer Science, Information Systems, Software Engineering or a closely related discipline.
2. A Master's Degree in Information Technology, Information Systems, Business Administration, Cybersecurity or a related discipline will be considered a distinct asset.
3. Minimum of eight (8) years' progressively responsible experience in enterprise information systems, ICT infrastructure management, digital transformation and cybersecurity.
4. Minimum of five (5) years' experience in a managerial or supervisory capacity.
5. Experience supporting multi-site operations and geographically dispersed facilities will be considered an asset.
6. Experience within the hospitality, tourism, construction, property management or public sector environment will be considered an asset.
7. Possession of professional certifications will be considered an asset.
8. Any other suitable combination of qualifications and experience may be considered.

Knowledge, Skills and Abilities

1. Strong knowledge of network administration, server management, system security, cloud technologies, and ICT infrastructure.
2. Proven experience managing ICT projects, vendors, and third-party service providers.

3. Strong analytical, troubleshooting, and problem-solving abilities.
4. Demonstrated leadership, coaching and team development capabilities.
5. Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
6. Hands-on experience with POS systems, access control systems, CCTV, and other security technologies.
7. Excellent time management, organizational, and multitasking skills, with the ability to prioritize effectively.
8. Creative thinker with the ability to identify opportunities for process improvement and implement innovative solutions.
9. Strong interpersonal, negotiation, and conflict resolution skills.

Any other suitable combination of qualifications and experience may be considered.

Instructions for Applicants

Applications **must** be submitted via **email** to careers@e-idcot.co.tt and should include a cover letter and detailed Curriculum Vitae addressed to:

The Human Resources Department
Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd.
Isaac T McLeod Building, Cove Eco-Industrial and Business Park
Canoe Bay Road, Cove Estate, Tobago.

The cover letter and email subject **must** state the position being applied for and copies of all educational certificates **must** be attached.

Applications are to be emailed no later than **4.00 p.m. on Tuesday 11th August 2026**. Late or incomplete applications will not be considered.

We thank all applicants for their interest; however, only shortlisted candidates would be contacted.