



CAREER OPPORTUNITY

Information Technology Manager

The Information Technology Manager plays a vital role in ensuring the smooth operation and security of the Gambling Control Commission's (GCC) Information Technology Infrastructure. This position requires the day-to-day management of the IT department, keeping senior management updated on progress relating to IT systems projects, strategy and implementation. Monitoring daily operations including server hardware, software, operating systems and troubleshoots Information Technology related issues for internal staff.

This position involves a combination of operational, strategic, and people-focused responsibilities to ensure the seamless functioning of Information Technology systems and the alignment of technology initiatives with the Commission's objectives.

Key Responsibilities

- **Operational**

- Ensure the security of IT infrastructure and data by implementing necessary measures e.g. via Policy / Antivirus
- Providing technical support to staff, troubleshooting issues, and ensuring minimal downtime Provides end-user training and support on IT applications.
- Monitor and test application and server performance for potential bottlenecks, identify possible solutions, work with developers and or vendors to implement those fixes
- Manages software licensing and ensures timely updates and patches.
- Oversee the setup and maintenance of all IT hardware including servers, computers, peripherals and network systems.
- Performs routine maintenance on servers and network devices.
- Assists with user account creation, management and access control.

- **Strategic**

- Assists with the selection, implementation, and integration of new IT hardware and software.
- Provides input on IT budget planning and resource allocation.
- Stays up to date on emerging IT trends and technologies relevant to the gambling control industry.

- **People**

- Provides technical guidance and support to team members
- Collaborates effectively with other departments to ensure seamless IT integration with their operations.

- **Reporting**

- Prepares routine reports on IT system performance, security incidents, and helpdesk tickets.
- Provides regular updates on IT projects and initiatives to the Head of IT.

Qualifications and Experience

- Bachelor's degree in Computer Science, Information Technology, or related field
- Relevant certifications (e.g., CompTIA Security+, Cisco CCNA, PMP etc.)
- Minimum of 3 years of experience at the level of Information Technology Manager or a similar role
- Experience in designing, implementing, and maintaining IT infrastructure, including networks, databases, and storage solutions.
- Experience managing relationships with technology vendors and ensuring SLAs are met.

Interested Applicants can submit their resumes to: vacancies@gcctt.org