



THE UNIVERSITY OF THE WEST INDIES OPEN CAMPUS

ADVERTISEMENT

ENTERPRISE APPLICATIONS SUPPORT MANAGER COMPUTING AND TECHNOLOGY SERVICES DEPARTMENT (CATS) (TRINIDAD AND TOBAGO)

Applications are invited for the post of **Enterprise Applications Support Manager** in The University of the West Indies, Open Campus, Trinidad and Tobago.

The Enterprise Applications Systems Team supports many systems which consist of the Enterprise Resource Planning (ERP) infrastructure of the Open Campus. The infrastructure is migrating from an in-house developed system to Ellucian's Banner ERP solution running on Oracle databases. The **Enterprise Applications Support Manager** will work through the Office of the Chief Information Officer (CIO) and leads and manages the Enterprise Applications Systems Team in supporting and ensuring the efficient and effective use of Open Campus systems to fulfill the campus operational and strategic objectives.

The **Enterprise Applications Support Manager** is both a functional-manager position which provides supervision and leadership support to the Enterprise Applications Team and a hands-on technical position providing technical support for the Banner ERP and other integrated software.

QUALIFICATIONS AND EXPERIENCE

Candidates for the position should possess:

- a Master's Degree in Computer Science, Software Engineering or relevant discipline;
- proven practical experience in implementing enterprise web application software in project teams in a distributed environment;
- proven practical experience in the management of enterprise commercial and open source software projects;
- training, certification and experience in Project Management, Oracle RDBMS, Microsoft SQL Server, PHP, HTML, MySQL, Apache and Linux;
- ability to communicate effectively, both orally and in writing with people of varying levels of training and experience;

- knowledge of current trends, ideas and resources in the Enterprise Applications Systems area of Higher Education; and
- ideally the Enterprise Applications Support Manager will have knowledge of the academic and administrative environment within UWI.

PREFERRED SKILLS

The successful applicant should have:

- good interpersonal skills;
- good time-management skills;
- ability to work independently and creatively;
- ability to communicate effectively both orally and in writing;
- excellent team building skills;
- strong organizational ability; and
- excellent computer skills.

The Enterprise Applications Support Manager will be responsible for the completion of the following major duties and tasks:

- leading the development of enterprise web applications and other software for business processes, procedures and solutions which have been identified by Open Campus divisions;
- leading the planning for the ongoing improvement and maintenance of existing enterprise production application software systems;
- maintaining existing software used in production systems, ensuring minimal impact to business continuity due to system outages;
- establishing standards, systems and processes for software development and software maintenance in the Open Campus;
- leading the integration of software systems in the Open Campus with the enterprise software systems in the other UWI campuses and UWI Centre;
- overseeing the project management of the Enterprise Applications Team;
- providing technical leadership and mentoring of staff
- developing and managing productive relationships within IT and staff in other departments; and
- performing any other duties ancillary to or related to the foregoing, or as may be assigned by the CIO.

Applications should be made on forms obtainable from the Open Campus website: <http://www.open.uwi.edu/hrmd/employment-opportunities> and sent via email as soon as possible, along with an up-to-date curriculum vitae to:

Director of Human Resources
C/o The University of the West Indies
Open Campus

Via Email: human.resources@open.uwi.edu

Applicants are advised to request referees to send references under CONFIDENTIAL cover directly to the Human Resource Manager, without waiting to be contacted by the University.

CLOSING DATE FOR RECEIPT OF APPLICATIONS: January 27, 2015

PARTICULARS

ENTERPRISE APPLICATIONS SUPPORT MANAGER COMPUTING AND TECHNOLOGY SERVICES DEPARTMENT (CATS)

GENERAL

1. The University of the West Indies, Open Campus serves the following English-speaking Caribbean countries:

Anguilla	Grenada
Antigua & Barbuda	Jamaica
Bahamas, The Commonwealth of	Montserrat
Barbados	St. Christopher & Nevis
Belize	St. Lucia
British Virgin Islands	St. Vincent & The Grenadines
The Cayman Islands	The Republic of Trinidad & Tobago
The Commonwealth of Dominica	Turks and Caicos

2. The University began teaching in 1948 at Mona in Jamaica as a University College affiliated with the University of London, and became independent in 1962. The University is now a dual mode institution offering teaching by distance education as well as face-to-face teaching. The University has campuses at Mona in Jamaica, St Augustine in Trinidad and Cave Hill in Barbados, and University Centres in most of the above countries. The UWI on campus student population is currently over 30,000 full-time equivalent students.
3. In a major initiative to grow our student population and service the widely dispersed needs of country partners, the University has launched the Open Campus, an entity that is built on our success in distance education and continuing studies throughout the Caribbean. The current population of our distance students and continuing education students is over 20,000 and the Open Campus is aggressively developing new programmes to increase student enrollment. Open Campus currently employs a wide variety of distance delivery methods and has 52 education centres in 16 different English speaking countries and a staff of almost 400 professionals to support our growing student population.

OPEN CAMPUS

4. The UWI Open Campus works with faculty on the three campuses, as well as with other tertiary institutions and development agencies throughout the Caribbean to design, develop and deliver quality programmes by distance to meet the academic and professional development needs of the people of the Caribbean.
5. The Office of the Chief Information Officer (CIO) is located within the Open Campus offices at St. Augustine.

6. The Office of the CIO monitors and manages the telecommunications infrastructure, develops and deploys information systems solutions and provides technical support to all divisions in the Open Campus including the Country Sites distributed across 16 countries.

CATEGORY

7. This position is in the Professional Category. The initial appointment would be at the IT Officer II Level or above depending on experience and qualifications.

WORK LOCATION

8. The successful applicant will be required to travel throughout the Caribbean as part of his/her job responsibilities.
9. The successful candidate will be located in Trinidad and Tobago.

WORK ENVIRONMENT

10. The incumbent must be able to work as a member of a team in a virtual environment.
11. The incumbent will live and work in one country and manage and collaborate with others located throughout the Caribbean.
12. The incumbent must be able to engage others in team meetings, to develop ideas, and supervise the work of others using a variety of ICT and collaborative web tools.

REPORTING

13. The Enterprise Applications Support Manager reports to the Chief Information Officer for the effective execution of duties and responsibilities.

TENURE

14. Appointment will be for three (3) years in the first instance.

ASSUMPTION OF DUTIES

15. The successful candidate will be expected to assume duties on August 1, 2016.