



ANGUILLA FINANCIAL SERVICES COMMISSION

EMPLOYMENT OPPORTUNITY

IT SUPPORT ADMINISTRATOR, Financial Services Commission

Applications are invited from suitably qualified persons to fill the vacant position of **IT SUPPORT ADMINISTRATOR** in the Support Services Department at the Financial Services Commission.

The functions of the position include, but are not limited to the following:

- Procure and deliver technology equipment and assets. (All new devices to be added to the network will first need to be vetted by DITES)
- Design and execute the tech onboarding experience of all new employees ensuring seamless IT resource setup and conduct training sessions for effective resource utilization as well as tech retrieval of all outgoing employees.
- Design, test, build, and document programs and policies (SOPs) and tools, and contribute improvements to existing knowledge with your experience and background.
- Organize, set up, and configure equipment, including desktops/laptops, desk-phones, printers, copiers, and scanners, resolving related issues.
- Execute moves, adds, and changes with workstations, managing network and system access for employees.
- Conduct root cause analyses, implement preventive measures, and troubleshoot issues related to Microsoft 365 applications.
- Provide first-line support by implementing and monitoring a ticketing system, offering technical support to resolve software installations, PC hardware problems, printer malfunctions, and other IT issues.
- Maintain updated documentation of IT assets & inventory, incorporating configuration and quantity changes.
- Train staff on cyber security matters.
- Collaborate with vendors and third-party service providers to facilitate the resolution of hardware and software issues, ensuring timely and effective solutions.
- Develop and maintain the Commission's Website and social media pages.
- Liaise with developers to maintain the CRES and ARIAS applications and produce reports for from them.



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- Conduct regular system performance monitoring, identifying and addressing potential bottlenecks or inefficiencies to optimize overall desktop and network performance.
- Collaborate with the relevant persons to implement and enforce security measures, including antivirus updates, and adherence to security policies.
- Perform advanced troubleshooting and diagnostic procedures for hardware and software, demonstrating a high level of technical proficiency.
- Assist in the evaluation and testing of new technologies, recommending innovative solutions to enhance the overall efficiency and functionality of the IT environment.
- Perform related work, with duties outlined as illustrations of various tasks; omission of specific statements doesn't exclude similar or related work assignments.
- Install, configure, and maintain FSC Software Application systems, including updates and patches.
- Monitor system performance, troubleshoot issues, and implement solutions to ensure high availability.
- Manage user accounts, roles, and permissions within the system.
- Ensure data integrity and system security through backups, recovery procedures, and compliance with policies.
- Work with vendors and internal stakeholders on system upgrades, integrations, and enhancements.
- Document system configurations, procedures, and operational guidelines.
- Conduct testing and validation for new features or system changes.
- Train and support users on system functionality and best practices.
- Monitor system alerts and perform routine maintenance tasks.
- Maintain accurate records of incidents, solutions, and system changes.
- Escalate complex issues to relevant IT teams (DITES) or vendors as needed
- Any other duties that are reasonably related to the role.

The successful candidate will need to have:

- Bachelor's Degree in Information Technology or related field.
- Four (4) to Five (5) years' experience in a similar role.
- Relevant industry IT certifications (e.g., CompTIA A+, CompTIA Security, CISSP, CCSP, Network+ C) are a plus.
- In-depth knowledge of desktop operating systems (Windows 7,8,10 and 11 a must. Windows Servers 2008-19), hardware, and software.
- Excellent oral and written communication skills in English.

Hansa Building II – 1st Floor – Cosley Dr. - P.O. Box 1575 - The Valley - Anguilla, B.W.I
Tel.: (264) 497-5881; Fax: (264) 497-5872; E-mail: info@afsc.ai Website: www.fsc.org.ai



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- Ability to work independently and in a team environment and effectively prioritize and manage multiple tasks.
- Good documentation skills and keenness to maintain & update knowledge base.
- Good working knowledge and experience in networking related to IP addressing, ethernet, cabling and remote desktop tools.
- Good working knowledge of and experience with graphic design tools and PowerPoint.

Required Skillset:

- Excellent interpersonal skills
- High level of integrity and professional ethics.
- Exceptional customer service orientation.
- Outstanding aptitude for learning and adaptability.
- Enthusiastic passion for technology.
- Superior analytical and problem-solving skills.
- Commitment to moral integrity and honesty.
- Keen attention to detail.
- Flexibility in accommodating varied working schedules.
- Exceptional team player.
- Ability to perform effectively in high-pressure situations

A competitive salary will be offered based on qualifications and experience.

Salary Range: EC\$108,900.00 – EC\$168,912.00 p.a.

Persons interested in the position should email their letter of application and resume, by the deadline of **22 December 2025** to: Head of Human Resources, P.O. Box 1575, The Valley, Anguilla at Kadeem.gray@afsc.ai

N.B. Applicants should also send a copy of their application to the Labour Commissioner, Mrs. Joanne Hodge at the Labour Department, The James Ronald Webster Building, The Valley, Anguilla.