



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 103**

**OSC Ref. C.4858<sup>35</sup>**

**8<sup>th</sup> May, 2020**

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to the post of **User Support Technician (MIS/IT 3) – (Not Vacant)** in the **Information and Communication Technology Unit, Ministry of Industry, Commerce, Agriculture and Fisheries (MICAFA)**, salary range \$1,103,782 – \$1,312,050 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Under the supervision of the Manager, User Support Services (MIS/IT 5), the User Support Technician (MIS/IT 3) will provide the technical computer support that will allow users within the Ministry to carry out their functions more efficiently.

### **Key Responsibilities**

#### ***Management:***

- Assists with conducting Risk Assessment to identify user vulnerabilities and makes recommendations to User Support Services Manager;
- Assists in the monitoring of networks and its components to prevent illegal or dangerous activities that could compromise the network;
- Attends meetings and events, as required by the Ministry;
- Administers in-house training of staff in the use of computer software systems or hardware devices;
- Prepares and submits manuals and documentation related to training and training needs;
- Prepares and submits monthly support report for submission to the User Support Services Manager within agreed timeframe;
- Logs all support requests within the relevant platform available to the Information Communication Technology (ICT) Unit within specified timeframe;
- Assists in the monitoring and logging of files and updates manual documentation for computer and/or asset inventories within the Ministry;
- Conducts and submits quarterly Asset Inventory Audit to ensure compliance and assignment locations of these devices;
- Keeps abreast of new and emerging ICT trends, tips and development through the use of relevant Information Technology platforms;
- Submits report and makes recommendation to User Support Services Manager regarding new device specifications, in order to optimize equipment used by specific user groups.

#### ***Technical:***

- Addresses hardware, software and end user equipment malfunctions as requested;
- Installs and configures computer hardware and software to ensure functionality of end user devices;
- Performs routine preventative maintenance at least on a quarterly basis or as request by User Support Services Manager or Director, ICT;
- Ensures that all computers are protected by installed and configured anti-virus or anti-spyware software;
- Troubleshoots and addresses computer defects as identified by User Support Services Manager or Ministry staff as requested;
- Reviews, addresses and troubleshoots network user operations;
- Performs any other related duties as assigned by the Director, ICT.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Good oral and written communication skills
- Good planning and organizing skills

- Good interpersonal skills
- Methodical
- Ability to use initiative
- Good Customer and Quality Focus skills

#### ***Technical***

- Excellent knowledge of Microsoft Windows Operating Systems
- Excellent knowledge of Microsoft Office Applications
- Microsoft Projects
- Excellent knowledge Hardware troubleshooting and repairs
- Excellent knowledge of Software troubleshooting and configuration
- Excellent knowledge of Network essentials

#### **Minimum Required Qualification and Experience**

- Diploma in Computer Science or equivalent from a recognized tertiary institution;
  - Two to three (2-3) years' experience in related field;
- or**
- Secondary level education with minimum of four (4) CXC or GCE 'O' Level subjects, including Mathematics and English;
  - Three to four (3-4) years' experience in related field.

#### **Special Conditions Associated with the Job**

- Exposure to electrical components and circuits;
- May be required to physically transport or relocate computer and computer related equipment, from time to time;
- May be required to examine cables in a dusty or elevated environment.

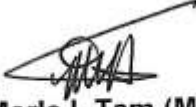
Applications accompanied by résumés should be submitted **no later than Thursday, 21<sup>st</sup> May, 2020 to:**

**Senior Director  
Human Resource Management and Development Division  
Ministry of Industry, Commerce, Agriculture and Fisheries  
Hope Gardens  
Kingston 6**

**Email: hrm@micaf.gov.jm**

**Please note that only shortlisted applicants will be contacted.**

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**

  
**Merle I. Tam (Mrs.)  
for Chief Personnel Officer**