



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 285

OSC Ref. C. 4858³⁶

10th November, 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 (ICT) Unit, Ministry of Agriculture and Fisheries**, 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 make recommendations to the 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 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 the 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 assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good planning and organizing skills
- Good interpersonal skills
- Methodical
- Initiative
- Customer and Quality Focus

Technical:

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

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Engineering, Computer Science or related field from a recognized Tertiary Institution;
- OR**
- Associate Degree/Diploma in Engineering, Computer Science or related field and one (1) year experience in a similar position.

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 Friday, 20th November, 2020 to:**

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

E-mail: 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**