



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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**CIRCULAR No. 338**  
**OSC Ref. C.4858<sup>37</sup>**

29<sup>th</sup> December, 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 fill the vacant post of **Help Desk Technician (MIS/IT 3)** in the **Department of Co-operatives and Friendly Societies, 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 direction of the Information Communication Technology (ICT) Manager, the Help Desk Technician (MIS/IT 3) provides support in managing, maintaining and implementing the network and other internal systems for the Department.

### **Key Responsibilities**

#### ***Management/Administration:***

- Ensures that processed data for Charitable Organizations, Co-operatives, Industrial and Provident Societies and Societies registered under the Friendly Societies Act is presented so that it may be used as a planning and policy making tool;
- Seeks ways to apply technology to business processes;
- Schedules and prioritizes activities undertaken to meet agreed targets;
- Attends meetings.

#### ***Technical/Professional:***

- Assists in the monitoring of network and its components to prevent illegal or dangerous activities that could compromise the network;
- Conducts quarterly Audits on computer hardware and software;
- Assists in conducting risk assessment to identify user vulnerabilities and makes recommendations to System Analyst;
- Provides end-user support to the Department staff;
- Researches and provides information on technical trends to the System Analyst;
- Communicates technical problems and proposes solutions to the System Analyst;
- Consults with System Analyst to develop appropriate technical solutions;
- Installs and configures computers for use on the network;
- Installs and configures printers for individual computers and/or for use on the network;
- Provides multimedia support for the Department's in-house filming or photography;
- Provides technical support for the Department's in-house and outside activities, such as conferences, seminars, workshops and expos;
- Liaises with the website hosting provider to carry out backup of the Department's Website;
- Collaborates with web host provider in managing the website and gathering data usage statistic;
- Develops policy regarding the maintenance and updating of the Website and Facebook Page under the directive of the System Analyst;
- Liaises with the relevant Officers for the maintenance and updating of the Department's Website and Facebook Page;
- Assists in the implementation of ICT related projects;
- Designs suitable formats to obtain the correct data;
- Develops suitable methods for collecting the relevant data required for feasibility and planning studies;
- Analyzes the data collected to identify trends and factors affecting Groups, Charitable Organizations, Co-operatives, Industrial and Provident Societies and Societies registered under the Department of Co-operatives and Friendly Societies Act;
- Provides statistical information on groups, Charitable Organisations, Co-operatives, Industrial and Provident Societies and Societies registered under the Department of Co-operatives and Friendly Societies Act to the relevant stakeholders;

- Provides database maintenance and administration by making updates, repairs and/or enhancement;
- Administers and maintains the Department's Wireless and Local Area Network (WAN/LAN) systems under the directive of the System Analyst;
- Upgrades computer hardware and software;
- Recommends the acquisition of computer hardware and software based on staff needs;
- Informs the System Analyst of the achievements and constraints faced while undertaking the post;
- Designs relevant training and reporting programmes to instruct staff in the use of new technology under the directive of the System Analyst;
- Develops database programmes for implementation by the movements under the directive of the System Analyst;
- Works with external vendors, consultant and contractors local and internationally;
- Performs any other related functions assigned from time to time by the Registrar or other Senior Officers.

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

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

- Good oral and written communication skills
- Good problem-solving, decision-making, organizing and planning skills
- Good interpersonal skills
- Ability to work in a team
- Goal/Result oriented
- Compliance
- Strong customer and quality focus skills
- Ability to manage partners
- Good analytical thinking skills
- Ability to use initiative

#### ***Functional/Technical:***

- Knowledge of the operations of Government/Ministry's policies and procedures
- Knowledge of PC repair
- Database Management skills
- Excellent knowledge of the Acts and Regulations governing the Department's functions
- Proficient in relevant Software Applications
- Good Report Writing skills

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

- Diploma in Computer Science from a recognized Institution;
  - One (1) year's experience working in similar position;
- OR**
- Certificate in Computer Application;
  - Two (2) years' experience working in similar position.

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

- May be required to examine cables in a dusty or elevated environment;
- May be required to lift and physically transport computer equipment, from time to time;
- May be required to work outside of normal working hours;
- Will be required to travel outside of assigned/geographic location, occasionally.

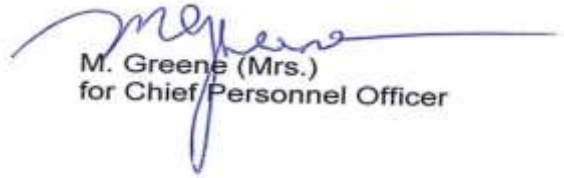
Applications accompanied by résumés should be submitted **no later than Tuesday, 12<sup>th</sup> January, 2021 to:**

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

Email: [hrm@micaf.gov.jm](mailto: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.



M. Greene (Mrs.)  
for Chief Personnel Officer