



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 122

OSC Ref. C. 4858³⁸

12th April, 2021

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 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 makes recommendations to User Support Services Manager;
- Assists in the monitoring of the network 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 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
- Planning and organizing
- Interpersonal skills
- Methodical
- Initiative
- Customer and quality focus

Technical

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

Minimum Required Qualification and Experience

- B. Sc. 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 Condition 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, 23rd April, 2021 to:**

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

Email: hrm@moa.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**