



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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CIRCULAR No. 503 **OSC Ref. C.6272¹⁷**

17th November, 2022

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 **Technical Support (MIS/IT 3)** in the **Information, Communication and Technology (ICT) Unit, Office of the Prime Minister**, salary range \$1,147,933 - \$1,364,532 per annum and any allowance(s) attached to the post.

Job Purpose

Reporting to the Manager, Information Systems, the incumbent is responsible for managing the Help Desk ensuring timely response to user problems and maintains quality support. The incumbent also provides end user support in resolving routine IT systems and software problems.

Key Responsibilities

- Discusses problem with user and follows established procedures to determine nature and source of problem;
- Applies troubleshooting techniques and knowledge of computer software and hardware procedures to resolve user problem;
- Provides assistance to end-users in using software and various end-user tools and utilities;
- Provides assistance to end-users in developing and maintaining PC based applications;
- Assists systems personnel in implementing and evaluating the performance of new products;
- Assists with implementing new configurations or changes to systems;
- Receives and logs calls/requests to the Help Desk and ensures timely response to requests;
- Maintains the Help Desk Database Tracking System and generates and analyses reports as requested;
- Conducts surveys among users to identify the quality of service provided by the Help Desk and makes recommendations for improvement in service delivery where necessary;
- Maintains IT Equipment Inventory;
- Assists with the procurement process for IT equipment and supplies;
- Keeps abreast of trends and developments in Information Technology and recommends their adoption/application where appropriate to increase the effectiveness and productivity of the Ministry;
- Assists with the design and delivery of training programmes for employees;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Working knowledge of, Windows operating systems,
- Strong analytical, and problem-solving skills
- Ability to work under pressure, detail oriented
- Good oral and written communication skills
- Demonstrated knowledge of and experience with computer systems and technologies
- Excellent interpersonal skills

Minimum Required Qualification and Experience

- Diploma or Associate Degree in Information Technology of computer related field.

Applications accompanied by résumés should be submitted **no later than Wednesday, 30th November, 2022 to:**

Senior Director
Human Resource Development and Management (HRDM) Division
Office of the Prime Minister
1 Devon Road
Kingston 10

Email: jobs@opm.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