



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 159

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6th April, 2023

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 **System Support Officer (MIS/IT 3)** in the **Department of Government Chemist**, salary range \$1,984,305 - \$2,668,670 per annum.

Job Purpose

Under the direction of the Manager, Human Resource Management and Administration, the System Support Technician is in charge of providing support for computer hardware, software, networking, and other information systems services and ongoing technical support to computer systems and applications users and system maintenance.

Key Responsibilities

- Executes and updates all tickets regarding service requests;
- Performs commissioning of access for new computer users in relation to the network and email;
- Decommissions accounts/access for outgoing staff and undertakes measures regarding backup and archival of associated information/data;
- Installs new end-user equipment and supports repurposing/redistribution of older devices in keeping with organizational needs and Industry standards;
- Deploys end-user devices onsite;
- Provides onsite and/or remote support as the need arises;
- Researches, analyses and troubleshoots equipment issues;
- Contributes to the IT knowledge base;
- Provides on-the-ground support in securing end-user IT assets in times of pending disaster;
- Commissions new Closed User Group (CUG) mobile and corresponding devices;
- Implements endpoint protection mitigation measures and verifies successful remote monitoring of cyber threats/incidents;
- Updates the IT Inventory to track movement or reassignment of assets;
- Perform basic switch/router configuration to enable centralized monitoring;
- Undertakes the development and necessary maintenance of web presence for the Department;
- Performs other related duties that may from time to time be assigned.

Required Knowledge, Skills, and Competencies

Core

- Excellent oral and written communication skills
- Good planning, organizing skills
- Good time management skills
- Good customer service skills
- Ability to analyse, diagnose and resolve basic operation and system issues
- Ability to use initiative and work in a team
- Ability to maintain integrity and confidentiality

Technical

- Ability to perform typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCP/IP, WINS, DHCP and IIS support functions
- Basic knowledge of desktop-side, user management tools and services
- Excellent understanding of service desk principles and best practices
- Knowledge of both Windows operating systems

- Knowledge of Android and iOS mobile operating systems.

Minimum Required Qualification and Experience

- Associate Degree/Diploma in Information Technology or Computer Science or equivalent, as well as relevant Microsoft Certification;
- Minimum of 1 year of professional working experience in IT support;
- CompTIA A+ certification would be an asset;
- Familiarity with well-known network management solutions would be an asset.

Special Condition Associated with the Job

- May be required to work beyond normal working hours from time to time;
- The incumbent will be required to climb, lift objects and interact with electrical powered equipment.

Applications accompanied by résumés should be submitted **no later than Friday, 21th April, 2023 to:**

**Government Chemist
Department of Government Chemist
Hope Gardens
Kingston 6**

Email: government.chemist@moh.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**