



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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14th September, 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 Technical and User Support Officer (MIS/IT 4) two (2) posts** in the **Information and Communication Technology Branch, Ministry of Agriculture, Fisheries and Mining**, salary range \$3,094,839 - \$4,162,214 per annum.

Job Purpose

Under the supervision of the Technical & User Support Manager (MIS/IT 7), the Technical and User Support Officer (MIS/IT 4) will provide technical computer support that will allow users within the Ministry to carry out their functions more efficiently. Specifically, the incumbent is responsible for monitoring and maintaining the computer systems and networks of the Ministry which include installing and configuring computer systems, diagnosing hardware and software faults, and solving technical and applications problems either over the phone or in person.

Key Responsibilities

Technical/Professional:

- Assists with conducting risk assessment to identify user vulnerabilities and make recommendations to the Technical & User Support 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 Technical & User Support Manager;
- Logs all support requests within the relevant platform available to the ICT Branch;
- Assists in the monitoring and logging of files and updating 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 using relevant information technology platforms;
- Submits report and makes recommendation to Technical & User Support Manager regarding new device specifications, in order to optimize equipment used by specific user groups;
- Addresses hardware, software and end user equipment malfunctions as requested;
- Installs and configures computer hardware and software to ensure functionality of end user devices;
- Monitors and maintains computer systems and networks;
- Communicates with staff or clients through a series of actions either face-to-face or over the phone to set up systems or resolve issues;
- Performs routine preventative maintenance at least on a quarterly basis or as requested by the Technical & User Support Manager;
- Ensures that all computers are protected by installed and configured anti-virus or anti-spyware software;
- Troubleshoots system or network problems and diagnose and solve hardware and software faults;
- Replace parts as required;
- Provides support including procedural documentation and relevant reports;
- Follow diagrams and written instructions to repair faults or set up a system;
- Supports the role of new applications;
- Sets up new users' accounts and profiles and deals with password issues;

- Establishes good working relationships with customers and other professionals such as software developers;
- Tests and evaluates new technology;
- Conducts electrical safety checks on computer equipment;
- Performs any other related duties as assigned by the Technical & User Support Manager.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good planning and organizing skills;
- Good interpersonal skills;
- Excellent teamwork and co-operation;
- Excellent customer and quality focus.

Technical:

- Good knowledge of Microsoft Windows Operating Systems;
- Good knowledge of Microsoft Office Applications;
- Good knowledge of Microsoft Projects;
- Good knowledge of Hardware troubleshooting and repairs;
- Good knowledge of 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 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 Wednesday, 27th September, 2023 to:**

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

E-mail: jobopportunities@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**