



Office of the Services Commissions

(Central Government)

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CIRCULAR No. 174 **OSC Ref. C.6222¹¹**

25th April, 2024

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 **Hardware Technician (MIS/IT 3) - (Vacant)** in the **Postal Corporation of Jamaica Ltd**, salary range \$2,190,302 – \$2,945,712 per annum.

Job Purpose

Reporting to the Infrastructure and Information Systems Specialist, the incumbent performs a variety of tasks including, installation and maintaining of Information Communication Technology equipment with local area network and wide area network connections; provides installation and support of equipment connected to centralized host systems.

Key Responsibilities-

Management/Administrative:

- Collaborates with supervisor in the development of Unit and Individual Work Plan.
- Contributes to the development of the Branch's Budget and Operational Plan.
- Provides technical advice on the ICT activities of the Corporation/Department to supervisor.
- Represents the Department at meetings, forums and conferences.

Technical/Professional:

- Installs, assembles, configures and maintains a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors, modems, personal computers and data communications equipment;
- Determines source and nature of computer malfunction using diagnostic and application software;
- Adjusts, repairs, and replaces malfunctioning equipment;
- Performs additional functions incidental to computer support activities;
- Maintains an up-to-date knowledge of repair practices, policies and technical specifications of microcomputer hardware;
- Interacts with Division/Unit heads in the development of new applications and in the efficient provision of services;
- Consults and collaborates with supervisor on systems and application issues; makes recommendations and helps employ solutions for streamlining operations of the Corporation/Department;
- Provides direct ongoing hardware and software support to Corporations'/Departments' staff on general computing issues including upgrades and troubleshooting issues;
- Performs post-resolution follow-ups to help desk requests;
- Assists in the performance of computer networking troubleshoots and helps control operations in the computer learning lab;
- Assists members of Staff with computer related problems;
- Assists with analysing and defining data requirement and specification;
- Prepares periodic reports on daily activities;
- Ensures that users are aware of standard network practices and computer etiquette;
- Performs any other related duties assigned by the Systems Administrator.

Required Knowledge, Skills, and Competencies

Core

- Integrity
- Good written and oral communication skills
- Good customer and quality focus
- Takes initiative
- Good problem solving and decision making
- Teamwork and co-operation
- Adaptability
- Good interpersonal skills
- Goal/result oriented

- Compliance

Functional

- Use of Technology
- Managing External Relationships
- Methodical
- People Management
- Planning and Organizing
- Financial and Business Acumen
- Analytical Thinking
- Strategic Vision
- Managing the Client Interface
- Leadership
- Change Management
- Technical Skills

Knowledge/Experience in:

- Networking, computer repair and troubleshooting.
- Hands-on hardware troubleshooting.
- Operating tools, components and peripheral accessories.
- Reading and understanding technical manuals, procedural documentation, and original equipment manufacturer guides.
- Conducting research into PC issues and products as required.

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Studies, Information Technology or equivalent from an accredited tertiary institution.
 - Two (2) years' experience in application development.
- OR**
- Diploma in Computer Studies or equivalent from an accredited tertiary institution plus three (3) years' experience in related area.

Special Conditions Associated with the Job

- Effects of ergonomics
- Working conditions are normal for an office environment.
- May be required to work beyond regular working hours.

Applications accompanied by résumés should be submitted **no later than Wednesday, 8th May, 2024 to:**

**Director, Human Resource Management and Administration
Post and Telecommunications Department
6-10 South Camp Road
Kingston**

Email: ceooffice@jamaicapost.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.



**Desreen Smith (Mrs.)
for Chief Personnel Officer**