

NORTH-EAST REGIONAL HEALTH AUTHORITY
MANAGER, ICT INFRASTRUCTURE (MIS/IT 6)

The **North-East Regional Health Authority (NERHA)**, a statutory body under the Ministry of Health & Wellness, with responsibility for the management and delivery of Public Health Services within the parishes of St. Ann, St. Mary and Portland invites applications from suitably qualified individuals to fill the position of **Manager, ICT Infrastructure**.

Summary:

Reporting to the **Director Information Communication Technology**, the **Manager, ICT Infrastructure** is responsible for the organization's ICT infrastructure to ensure secure, reliable and high-performing networks, systems and disaster recovery capabilities across all facilities. The role manages infrastructure planning, operations, team, vendors and project delivery, while enforcing standards and supporting enterprise systems. It also includes targeted hands-on intervention for complex issues, with overall accountability for service performance, governance and continuous improvement.

Technical/Professional Responsibilities

Infrastructure Strategy, Architecture and Implementation

- Lead the design, planning and continuous improvement of the ICT infrastructure architecture, ensuring alignment with operational and strategic requirements.
- Provide technical input and validation for infrastructure requirements related to new systems, facility expansions and upgrades.
- Oversee and support the implementation of infrastructure solutions, ensuring proper planning, testing, documentation and compliance with standards.
- Lead and coordinate infrastructure-related activities for ICT initiatives, including planning, implementation oversight and post-implementation review.

Infrastructure Operations, Performance and Continuity

- Ensure high availability, performance and reliability of the ICT infrastructure through oversight of monitoring, preventative maintenance and performance optimization activities.
- Oversee the management of enterprise networks (LAN/WAN/VPN) to ensure secure and efficient connectivity across all facilities.
- Monitor infrastructure performance trends and direct corrective actions to address performance issues and capacity constraints.
- Oversee backup and disaster recovery systems, ensuring effective strategies, testing and restoration capability.
- Ensure defined RTOs and RPOs are established, monitored and achieved.

Security, Risk and Technical Assurance

- Ensure implementation of infrastructure security controls in coordination with the ICT Security Manager.
- Support vulnerability management, system hardening and enforcement of access control measures.
- Ensure infrastructure environments comply with security policies and regulatory requirements.
- Lead technical escalation handling, root cause analysis and implementation of corrective and preventive measures for major incidents.

Technical Leadership, Standards and Delivery

- Provide technical leadership and guidance to the System and Network Administrators, ensuring adherence to standards, policies and best practices.
- Establish and enforce infrastructure standards, procedures and configuration baselines.
- Review and approve infrastructure configurations, system changes and deployments performed by technical staff.
- Ensure the development and maintenance of infrastructure documentation, including network diagrams, configurations and SOPs.
- Provide targeted hands-on technical intervention in complex or critical situations, including major outages and disaster recovery execution.
- Coordinate with internal ICT functions, including Technical & Client Support, Software Development & Database Systems and ICT Security, to ensure integrated and effective service delivery.
- Engage vendors and stakeholders to support infrastructure service delivery and continuous improvement initiatives.
- Stay current with emerging technologies and recommend improvements to the ICT infrastructure environment.

Management/Administrative Responsibilities

- Provide leadership, supervision and performance management for the Network Administrator and System Administrator, ensuring accountability and effective service delivery.
- Develop and monitor workplans, priorities and performance targets aligned with departmental and organizational objectives.
- Manage infrastructure budgets and oversee vendor and contract performance to ensure cost-effective and efficient service delivery.
- Ensure adherence to ICT governance frameworks, policies, standards and regulatory requirements and support audit activities.
- Monitor infrastructure service performance, risks and capacity trends and provide periodic management reports to support decision-making.
- Stay current with emerging technologies and recommend improvements to the ICT infrastructure environment.

Required Competencies:

Core

- Strong leadership and team management skills
- Strategic thinking and planning aligned to organizational objectives
- Strong problem-solving, critical thinking and analytical skills with sound judgment
- Effective communication, interpersonal and presentation skills, both written and verbal
- Customer-focused approach with ability to work under pressure
- Strong organizational and time-management skills
- Ability to perform and oversee complex tasks and projects
- Accountability and results orientation with focus on outcomes
- High level of integrity, professionalism and confidentiality

Technical

- Strong capability in enterprise ICT infrastructure design and management, including servers, storage and platforms.
- Proficiency in Windows Server and Active Directory administration (e.g., AD DS, DNS/DHCP, Group Policy).
- Working knowledge of Linux system administration (e.g., Ubuntu, Red Hat, CentOS).
- Advanced understanding of network design, implementation and security (e.g., LAN/WAN/VPN, VLANs, firewalls such as Fortinet).
- Experience with virtualization technologies (e.g., VMware, Hyper-V).
- Expertise in backup, disaster recovery and business continuity solutions, including design and testing of recovery processes.
- Knowledge of ICT security controls, protocols and compliance standards.
- Proficiency in infrastructure monitoring and performance management tools (e.g., SolarWinds).
- Working knowledge of telephony systems and solutions (e.g., PBX, VoIP platforms).
- Experience in vendor and contract management.
- Ability to coordinate infrastructure components of ICT initiatives.
- Knowledge of the Data Protection Act.

Qualification & Experience:

- BSc. Degree in Computer Science/Information Technology or equivalent.
- Training in Supervisory Management or equivalent management development.
- At least four (4) years related experience in ICT infrastructure, network, or systems administration.
- Relevant industry certification is an asset (e.g., ITIL, CompTIA Server+, Network+, Virtualization, Cisco or Microsoft certifications).
- Equivalent combination of education and experience.

Special Conditions Associated with The Job:

- May be required to work beyond normal working hours, including weekends and public holidays, to address operational demands, system maintenance and project activities.
May be required to travel.

REMUNERATION PACKAGE PER ANNUM:
Salary Scale: \$5,198,035 – \$6,990,779 per annum

Applications along with detailed resume should be sent no later than **2026 May 22** to:

**The Director,
Human Resource Management & Development
North-East Regional Health Authority
34-38 Ocean Village Shopping Centre, Ocho Rios
St. Ann E-mail: jobs@nerha.gov.jm or Fax: (876) 795-2747**
**WE THANK ALL APPLICANTS FOR RESPONDING, HOWEVER, ONLY SHORT LISTED APPLICANTS WILL
BE ACKNOWLEDGED.**