



## **NORTH-EAST REGIONAL HEALTH AUTHORITY SYSTEM ADMINISTRATOR (MIS/IT 5)**

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 **System Administrator**.

### **Summary:**

Reporting to the **Manager, ICT Infrastructure**, the System Administrator is responsible for maintaining, configuring, and supporting the organization's ICT infrastructure, including servers, operating systems, and software applications. This role ensures that all systems are performing optimally, securely, and efficiently, supporting business functions and organizational goals.

### **Key Responsibility Areas:**

#### ***Server, Systems & Infrastructure Management***

- Install, configure, and maintain the organization's server environment (physical and virtual), including Windows Server, Linux, and other relevant operating systems.
- Manage and troubleshoot Active Directory, DNS, DHCP, and related services.
- Administer and support virtualization technologies (e.g., VMware, Hyper-V).
- Configure and maintain storage systems (SAN, NAS).
- Monitor system performance, identify bottlenecks, and optimize server configurations for maximum efficiency.
- Regularly update and patch operating systems and software applications to address security vulnerabilities and performance issues.
- Implement and manage backup and disaster recovery solutions and develop disaster recovery plans.
- Configure, monitor, and test automated backup solutions for servers and critical data, ensuring backups are up-to-date and reliable.
- Assist with network infrastructure planning and capacity management.
- Continuously evaluate and improve system administration processes and procedures.

#### ***Security, Access & Compliance***

- Implement and maintain security policies, endpoint protection, firewalls, and intrusion detection/prevention systems to protect the infrastructure.
- Manage user permissions, access rights, and group policies to maintain secure and organized user access.
- Configure and maintain VPN access and remote desktop solutions for remote users.
- Monitor systems for potential threats, vulnerabilities, and unauthorized activities and respond to potential threats and incidents.
- Conduct security assessments and implement necessary controls.

#### ***End-User, Messaging & Vendor Support***

- Configure and maintain VoIP telephony systems.
- Administer and support cloud-based services such as Office 365.
- Install, configure, and maintain email systems such as Microsoft Exchange or MDAemon.
- Respond to escalated help desk tickets and issues, troubleshooting system-related problems, and providing timely resolutions to ensure minimal downtime.
- Assist with the installation and configuration of software and hardware for end users.
- Assist with IT asset management and inventory control.
- Collaborate with vendors and service providers to resolve technical issues.

#### ***Management/Administrative Responsibilities***

- Collaborate with the Manager, ICT Infrastructure to develop and implement IT strategies and initiatives.
- Assist with the development and management of the ICT infrastructure budget.
- Provide technical expertise and guidance to IT staff and end-users.
- Participate in IT project planning and implementation.
- Stay updated on industry trends and developments, making recommendations for improvements.
- Develop and maintain relationships with external vendors and service providers.
- Assist in the development and implementation of IT policies and procedures.

## **Required Competencies:**

### ***Core***

- Excellent problem-solving skills.
- Excellent analytical skills and sound judgment.
- Excellent communication and interpersonal skills.
- Strong leadership and team-building abilities.
- Excellent time-management and organizational skills.
- Strong decision-making skills.
- Ability to adapt to changing technologies and work in a fast-paced environment.
- Ability to perform and oversee complex tasks and prioritize multiple projects
- Ability to maintain a high level of integrity and confidentiality

### ***Technical***

- Strong proficiency in both Windows Server and Linux environments, with experience in managing server clusters, Active Directory and authentication services.
- Experience with server virtualization technologies (e.g., Hyper-V, VMware).
- Familiarity with storage area networks (SANs) and network-attached storage (NAS).
- Working knowledge of backup solutions (e.g., Veeam, Backup Exec) and disaster recovery planning.
- Excellent knowledge of network protocols and TCP/IP fundamentals.
- Knowledge of email systems and collaboration tools.
- Strong knowledge of system security protocols, firewalls, encryption methods and threat mitigation techniques.
- Strong proficiency in troubleshooting hardware, software, and network issues.
- Knowledge of computer programming.
- Knowledge of PBX/telephony solutions.
- Familiarity with system monitoring and performance tuning tools such as SolarWinds.
- Familiarity with cloud-based services and platforms such as Office 365.
- Knowledge of the Data Protection Act.

## **Qualification & Experience:**

- BSc. Degree in Computer Science/Information Technology or equivalent
- At least three (3) years' experience in system administration
- Relevant industry certification is an asset (e.g., Comptia A+, Server+ or Microsoft certifications)
- Equivalent combination of education and experience

## **Special Conditions Associated with The Job:**

- Normal office working conditions
- May be required to work beyond normal working hours
- May be required to travel

**REMUNERATION PACKAGE PER ANNUM:**  
Salary Scale: \$4,266,270 – \$5,737,658 per annum

Applications along with detailed resume should be sent no later than **2026 June 10** 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](mailto:jobs@nerha.gov.jm) or Fax: (876) 795-2747**

**WE THANK ALL APPLICANTS FOR RESPONDING, HOWEVER, ONLY SHORT LISTED APPLICANTS  
WILL BE ACKNOWLEDGED.**