



NORTH-EAST REGIONAL HEALTH AUTHORITY
TECHNICAL SUPPORT OFFICER (MIS/IT 3)

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 **Technical Support Officer for St. Mary & St. Ann**.

Summary:

Reporting to the Director, Information Communication Technology the incumbent is responsible for providing assistance in the installation and management of all systems including PC/Server and networks. Functions also include the responsibility for general systems administration within the Regional Authority and its environs.

Specific Knowledge Required:

- Working knowledge of WINDOWS Server Operating Systems environment, Active Directory and administration techniques.
- Working knowledge of LINUX/UNIX environments
- Working experience with switches/routers and LAN/WAN
- Working knowledge of network implementation & techniques
- Troubleshooting skills

Required Skills and Specialized Techniques

- Good analytical skills and sound judgment
- Work on own initiative
- Ability to communicate effectively both orally and in writing

Qualification & Experience:

- Associate degree in Computer Science/Information Technology or related field.
- At least two (2) years related experience.
- Relevant industry certification is an asset.

Key Responsibilities will include (but not limited to):

- Provide technical and user support
- Ensuring the smooth and continuous operation of networks, computers and peripherals.
- Conducting regular maintenance activities of work stations under the supervision of the Systems Administrator.
- Maintains the ICT asset inventory for the MIS department.
- Monitor backups and recovery operations to ensure business continuity.
- Assisting in the training of staff in Software applications.
- Maintenance of Help Desk Ticketing System.

REMUNERATION PACKAGE PER ANNUM:

Salary Scale: \$1,984,305 – 2,668,670 per annum

Applications along with detailed resume should be sent no later than **Friday, 2024 March 29** 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.