



NORTH-EAST REGIONAL HEALTH AUTHORITY

HELP DESK OFFICERS (MIS/IT 3)

The **North-East Regional Health Authority**, 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, is seeking to fill the following position at the **Regional Office (BBCH, PMH, SAHD, SABRH)**:

Help Desk Officers (MIS/IT 3 – Band 5) - TEMPORARY
(Salary range \$ 2,190,302 – 2,945,712 per annum)

Summary

Reporting to the Technical & Client Support Officer, the incumbent serves as the first point of contact to end users for technical support and assistance. Provides efficient and professional support by diagnosing and resolving software, hardware and network issues. Functions also include managing related helpdesk tickets, providing user training and escalation of complex issues within the ICT Team.

Minimum Required Qualification and Experience:

- BSc. Degree in Computer Science or equivalent
- At least one (1) year related experience.
- Relevant industry certification is an asset.

Specific Knowledge, Skills & Abilities:

- 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
- Good analytical skills and sound judgment
- Strong problem solving and troubleshooting skills
- Good human relations and interpersonal skills
- Ability to communicate effectively both orally and in writing

Key responsibilities will include but not limited:

- Provide technical and user support to the assigned facility
- Installation and configuration of end-user devices to include printer equipment, computer systems and applications
- Analyze and resolve end-user hardware and software issues in an efficient and effective manner.
- Ensure the smooth and continuous operation of computers and systems within the facility.
- Escalate unresolved issues to appropriate senior ICT personnel or functional units
- Provide end-user training as required.
- Monitor and maintain client issues using the Helpdesk software.
- Conduct regular maintenance activities of computer equipment
- Maintain the asset inventory for the assigned facility.
- Submission of weekly summary and monthly detailed reports to the Technical Support Officer, Manager, Client Support and the Director, Information Communication Technology

Specific Conditions Associated with the Job:

- May be required to work beyond the normal working hours

Applications accompanied by resume should be submitted no later than **2026 August 14 to:**

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

PLEASE INDICATE IN THE SUBJECT LINE OF YOUR E-MAIL THE NAME OF THE POSITION FOR WHICH YOU ARE APPLYING

ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED