



NORTH-EAST REGIONAL HEALTH AUTHORITY **TECHNICAL & CLIENT SUPPORT OFFICER (MIS/IT 4)**

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 (RO & PHD)**:

Technical & Client Support Officer (MIS/IT 4 – Band 7) (Salary range \$ \$3,501,526 – 4,482,249 per annum)

Summary

Reporting to the **Manager, Technical & Client Support**, the incumbent is responsible for providing technical and client support services across assigned facilities, ensuring the effective installation, operation, maintenance, and optimization of ICT systems including hardware, software, networks, and telephony. The role aims to minimize system downtime, enhance service delivery, and support the overall efficiency and reliability of ICT services within the Regional Authority.

Minimum Required Qualification and Experience:

- BSc. Degree in Computer Science/Information Technology or equivalent in a related field
- At least two (2) years related experience
- Relevant industry certification is an asset (e.g., Comptia A+, ITIL, Server+, Network+ or Microsoft certifications)

Specific Knowledge, Skills & Abilities:

- Working knowledge of WINDOWS Server operating systems environment, including Active Directory and administration techniques.
- Extensive knowledge of Windows client operating systems (Windows 11), including installation, configuration and troubleshooting.
- Working knowledge of LINUX operating systems including basic system administration and support.
- Sound knowledge of telecommunication systems, including VoIP and PBX environments.
- Knowledge of computer networking concepts, including LAN/WAN infrastructure, TCP/IP, switches, routers, and network connectivity.
- Working knowledge of network implementation & support techniques.
- Proficiency in diagnosing and resolving hardware, software, and system-related issues across end-user devices and infrastructure environments.
- Knowledge of the Data Protection Act.
- Good analytical skills and sound judgment
- Ability to work independently and manage multiple tasks
- Ability to communicate effectively both orally and in writing
- Strong problem solving and decision-making skills

Key responsibilities will include but not limited:

- Provide technical and user support to the assigned facility.
- Provide guidance and technical leadership for Help Desk Officers within the assigned facility.
- Installation, configuration and troubleshooting of network equipment, printer equipment, computer systems and applications.
- Ensure the smooth and continuous operation of computers and systems within the facility.
- Configure user resources, access and security permissions as required by policy.
- Perform scheduled preventive maintenance on workstations and network cabinets, in coordination with the Systems Administrator and Network Administrator.
- Manage and maintain an accurate and up-to-date inventory of ICT assets for the assigned facility
- Perform and monitor backup and recovery operations to ensure business continuity.
- Identifying problems/incidents that require advanced expertise or higher-level intervention and escalate these to senior specialized ICT team and/or service providers.
- Collaborate with specialized ICT team members, including System/Network Administrators, Software Developers, Security Teams, and external service providers, to ensure timely and effective resolution of escalated issues.
- Monitoring escalated issues to ensure timely resolution and updating users on progress.
- Assist with system and network upgrades within the assigned facility
- Provide guidance and training for end users on the effective use of technologies and software applications.
- Maintenance of the Help Desk Ticketing System to include issue details, troubleshooting steps taken and resolution/status.

- Submission of weekly summary and monthly detailed reports to the Manager, Technical & 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