



## Career Opportunity

Applications are invited from suitably qualified persons to fill the position in the Corporate Services Division, Information & Communication Technologies (ICT) Ministry of Health & Wellness.

### **Technical Support Services Technician (MIS/IT 4) (Band 7) (Vacant)**

**Salary range: \$3,501,526.00 per annum**

#### **JOB PURPOSE**

Under the supervision of the Technical Support Services Administrator, the Technical Support Services Technician is responsible for providing basic technical maintenance and support services for Ministry-issued end-user IT devices (ie. Workstations, laptops, mobile phones and tablets).

#### **KEY OUTPUTS:**

- Tickets assigned, executed and updated;
- Access for new users for the domain and email commissioned;
- Accounts for outgoing staff disabled;
- New end-user equipment installed and repurposing/redistribution of older models supported;
- Onsite and/or remote support for outstations beyond the Ministry's Head Office provided;
- New closed user group (CUG) mobiles and VoIP phones commissioned;
- IT inventory updated;
- Monthly report prepared and submitted;
- Meeting attended
- Individual workplan prepared

#### **KEY RESPONSIBILITY AREAS**

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

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.

##### **Technical/Professional**

- Executes and updates all tickets as assigned by the Service Desk Coordinator;
- Performs commissioning of access for new users for the domain and email;
- Disables accounts for outgoing staff and liaises with the Systems Administrator regarding backup and archival of associated information/data;
- Installs new end-user equipment and supports repurposing/redistribution of older models as per the direction of the Lead Technical Support Services Analyst;
- Deploys end-user devices onsite;
- Provides onsite and/or remote support for outstations beyond the Ministry's Head Office based on the dispatch schedule of the Lead Technical Support Services Analyst;
- Researches, analyses and troubleshoots equipment issues;

- Contributes to the IT knowledge base;
- Provides on-the-ground support in securing end-user IT assets in times of pending disaster;
- Commissions new closed user group (CUG) mobiles and VoIP phones;
- Assesses current technology architecture for vulnerabilities, weaknesses and possible upgrades or improvement;
- Develops and delivers Information Systems security policies and standards, best practices, architecture and systems to ensure information systems security across the enterprise;
- Implements endpoint protection measures and verifies successful remote monitoring of malware incidents;
- Updates the IT inventory to track movement or reassignment of assets based on active tickets;
- Perform basic switch/router configuration to enable centralized monitoring;
- Maintains confidentiality and security with regards to the information being stored or accessed by the network;
- Keeps abreast of and obtains the necessary training for continuous improvement for the services provided by the Branch;
- Prepares individual workplan in alignment with Operational Plan of the Branch.

<b>MINIMUM REQUIRED EDUCATION AND EXPERIENCE</b>
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- Bachelor's of Science Degree in Computer Science or equivalent;
- Minimum of 1 year of professional working experience in IT support;
- CompTIA A+ certification or CCNE certification is preferred;
- Familiarity with well-known network management solutions (eg. SpiceWorks, ProxMox) is preferred.

**Kindly submit a cover letter and resume along with the names, telephone numbers, and email addresses of two (2) references, one of whom must be a former or current supervisor.**

**Applications with résumés are to be submitted no later than Friday, May 29, 2026 to:**

**Senior Director  
Human Resource Management & Development  
Ministry of Health & Wellness  
40 Knutsford Boulevard  
Kingston 5  
[jobs@moh.gov.jm](mailto:jobs@moh.gov.jm)**

**The Ministry of Health & Wellness thanks all applicants for their interest; however, please note that only short-listed candidates will be contacted.**