OFFICE OF THE PRIME MINISTER

The Office of the Prime Minister is inviting applications from suitably qualified persons to fill the position of **Systems Hardware Officer (MIS/IT 4) (Vacant)** in the **Information, Communication and Technology (ICT) Unit**. Salary range $1,505,904 - $1,790,047 per annum and any allowance(s) attached to the post.

Job Summary

Under the general direction of the Manager, Information Systems, the Systems Hardware Officer is responsible for planning, organizing and executing activities to ensure the stable operation of the organization's hardware platforms and IT infrastructure generally. This includes developing, maintaining, supporting, and optimizing key areas particularly in network infrastructure, server infrastructure, data communications and desktop computing platforms. The Systems Hardware Officer is also responsible for scheduling and directing activities to resolve hardware and software problems in a timely and accurate manner.

Key Responsibilities

- Designs and implements short-term to medium-term plans to ensure infrastructure capacity meets existing and future requirements;
- Implements and maintains policies, procedures for infrastructure administration and management;
- Participates in the development of IT strategies for the IT infrastructure;
- Conducts research and makes recommendations on products, services, protocols and standards in support of all infrastructure establishment and management efforts;
- Establishes performance baselines for infrastructure elements that support business critical systems and services;
- Prepares and evaluates RFPs, bid proposals, contracts, scope of work reports and other documentation for infrastructure projects and associated efforts;
- Participates in negotiations with vendors, outsourcing organizations and contractors to secure infrastructure-specific products and services;
- Assists with the planning and deployment of infrastructure security measures;
- Manages and sets priorities for the support, maintenance, development, and evaluation of all infrastructure systems, including LANs, WANs, intranet, server and desktop hardware security, wireless implementations and so on;
- Conducts feasibility analysis for various infrastructure upgrade projects and improvements;
- Defines and implements hardware and software standards in conjunction with other stakeholders;
- Monitors network performance and provides network performance statistics and reports; develops strategies for maintaining network infrastructure;
- Monitors server performance and provides performance statistics and reports; develops strategies for maintaining server infrastructure;
- Conducts routine maintenance of network communications equipment;
- Analyses and rectifies problems (hardware and software) reported by users;
- Performs other related duties that may from time to time be assigned.

Required Knowledge/Skills/Competencies

- Working knowledge of storage platforms particularly storage area networks;
- Knowledge of current protocols and standards, including ITIL, ISO 27000, Project Management;
- Demonstrated knowledge of various Windows server and desktop operating systems including Server 2008 R2, 2012 Datacenter R2, Windows 7 & 8.1;
- Ability to make sound and logical judgments;
- Good understanding of the organization's goals and objectives;
- Good understanding of the principles regarding continual service improvement;
- Strong analysis, interpersonal, written, and oral communication skills;

- *Ability to perform general mathematical calculations for the purpose of creating needs assessments, budgets, and so on;*
- *Ability to conduct research into issues and products as required;*
- *Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations;*
- *Ability to present ideas in a user-friendly language;*
- *Highly self-motivated and directed with keen attention to detail;*
- *Proven analytical and problem-solving abilities;*
- *Strong customer service orientation;*
- *Experience working in a team-oriented, collaborative environment.*

Minimum Required Qualification and Experience

- ➤ *Bachelor's Degree in Computer Science from an accredited tertiary institution plus two (2) years' experience in related field or Diploma in Computer Science from an accredited tertiary institution plus three (3) years' experience in related field;*
- ➤ *Certifications in ITIL Foundation, CCNA or Network+, Microsoft Server 2008 R2 or 2012 Datacenter R2 is a distinct advantage;*
- ➤ *Three (3) years' experience managing or supporting IT infrastructure or similar role;*
- ➤ *Hands-on experience in troubleshooting network and server hardware issues;*
- ➤ *Application support experience with Microsoft Office 2010/2013; Browsers (Google Chrome, IE 8 and above);*
- ➤ *Experience in interpreting the applicability of local laws and regulations to the Ministry operations (e.g. GoJ Procurement Procedures);*
- ➤ *Experience working in a team-oriented, collaborative environment.*

*Applications accompanied by résumé should be submitted **no later than Friday, December 14, 2018** to:*

>*Senior Director*
>*Human Resource Development and Management Division*
>*Office of the Prime Minister*
>*1 Devon Road*
>*Kingston 10.*
>
>*Email: jobs@opm.gov.jm*

We thank all for responding; however, only short-listed applicants will be contacted.