

OFFICE OF THE PRIME MINISTER

The Office of the Prime Minister is inviting applications from suitably qualified persons to fill the position of **Technical Support Assistant (MIS/IT 3) (Vacant)** in the **Information, Communication and Technology (ICT) Unit**. Salary range \$1,010,789 - \$1,201,511 per annum and any allowance(s) attached to the post.

Job Summary

Under the supervision of the Manager, Information Systems, the incumbent is responsible for managing the Help Desk ensuring timely response to user problems and maintains quality support. The incumbent also provides end user support in resolving routine IT systems and software problems.

Key Responsibilities

- Discuss problem with user and follows established procedures to determine nature and source of problem;
- Apply troubleshooting techniques and knowledge of computer software and hardware procedures to resolve user problem;
- Provide assistance to end-users in using software and various end-user tools and utilities;
- Provide assistance to end-users in developing and maintaining PC based applications;
- Assist systems personnel in implementing and evaluating the performance of new products;
- Receive and log calls/requests to the Help Desk and ensures timely response to requests;
- Maintain the Help Desk database tracking system and generate and analyze reports as requested;
- Conduct surveys among users to identify the quality of service provided by the help desk and make recommendations for improvement in service delivery where necessary;
- Maintain IT equipment inventory;
- Maintain filing system for the Division;
- Assists with the procurement process for IT equipment and supplies.

Required Knowledge/Skills/Competencies

- Working knowledge of, Windows operating systems;
- Strong analytical, and problem solving skills;
- Ability to work under pressure, detail oriented;
- Good oral and written communication skills;
- Demonstrated knowledge of and experience with computer systems and technologies;
- Excellent interpersonal skills.

Minimum Required Qualification and Experience

- Diploma or Associate Degree in Information Technology of computer related field;
- No prior experience is required.

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.