



PERFORMANCE MANAGEMENT AND APPRAISAL SYSTEM - GOVERNMENT OF
JAMAICA
MINISTRY OF HEALTH

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Technical Support Services Administrator
JOB GRADE:	MIS/IT 6
DIVISION:	System and Information Technology Unit
REPORTS TO:	Director, System and Information Technology Unit
MANAGES:	Technical Support Services Technicians

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in the Human Resource Division
created/revised

Date

JOB PURPOSE

Provide Technical Support for internal and remote users on the corporate and remote networks from installing and configuring workstation, and operating systems to support applications and troubleshooting hardware and software issues. Maintain an inventory of all information Technology resources and coordinate the computer training of off-the-shelf and custom applications for the Ministry and its related agencies

KEY OUTPUTS

1. Technical supervision and guidance provided
2. Computer security procedures developed and implemented
3. Inventory of all Information Technology related resources including wide-area network peripherals maintained
4. Technical support provided to the users in the Ministry of Health and its related agencies
5. Training plans developed and implemented

KEY RESPONSIBILITY AREAS

1. Ensures the maintenance and support of all Ministry of Health's Information Technology equipment
2. Administers the hardware related resources of the Local Area and wide area network operated by the Ministry of Health
3. Organises training in the use of custom and off-the-shelf applications and manipulating software technology
4. Manages and administers the creation of user accounts and system policies on the NT and LINUX platform
5. Receives hardware related jobs from the Help Desk and assign appropriate technician for equitable distribution of jobs
6. Confers with Directors, Managers or users representative to determine information technology needs
7. Supervises the installation and configuration of application software on Internal and remote users workstation
8. Maintains current inventory of information technology equipment

9. Supervises the repair, installation, configuration and distribution of all Ministry of Health Information Technology equipment
10. Troubleshoots problems that arise in Regional Health Authorities concerning the Patient Administration System
11. Ensures the design and transfer of health-related reports from Patient Administrator system sites to the Ministry of Health
12. Provides technical support to Regional Health Authorities utilising UNIX/LINUX platform
13. Provides technical guidance to all Ministry of Health users, including Health Facilities Maintenance Unit, National Public Health Laboratory and National Blood Transfusion Service
14. Participates in Information technology workshops, committees and seminars to improve user satisfaction
15. Prepares, reviews and evaluates the request for proposals and tender document
16. Performs any other related duties that may be assigned from time to time

PERFORMANCE STANDARDS

1. Prioritise and resolve internal and external users hardware and software technical support issues within three (3) days
2. Computer-related issues logged and feedback provided within 24 hours
3. All users trained in the use of off-the-shelf and custom application software three (3) months of receipt of the software
4. General maintenance of IT equipment are resolved at least once every quarter
5. Quarterly audit of IT resources

REQUIRED COMPETENCIES

Functional/Technical Competencies
The ability to prioritise and work with minimal supervision
Ability to analyse, diagnose and resolve operation and system issues
Sound knowledge of Microsoft Office Products, Microsoft Exchange, Windows operating systems and Unix/Linux, SQL server
Ability to guide technical staff, to troubleshoot hardware and software problems
Working knowledge of FoxPro, Microsoft Access and Visual Basic
Ability to test and document software applications

Core Competencies	level s
Excellent time management	2
Problem-solving and decision making	2
Oral communication skills	2
Written communication	2
Technical skills	2
Planning and organising	2
Confidentiality	2
Teamwork and cooperation	2

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A B Sc in computer science plus
- A minimum of four (4) years experience in the maintenance of computer hardware with at least one (1) being at a supervisory level
- Any equivalent combination of education and experience

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical working environment, no adverse working conditions

AUTHORITY

- N/A