



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

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Desk Coordinator
JOB GRADE:	MIS/IT 2
DEPARTMENT:	Systems and Information Technology Unit
REPORTS TO:	Director, Systems and Information Technology Unit
MANAGES:	N/A

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 Human Resource Division

Date created/revised

JOB PURPOSE

Under the general direction of the Director, Systems and Information Technology Unit, the Help Desk Coordinator deals with all user requests for technical and software assistance.

KEY OUTPUTS

1. Monthly/weekly status report on all user requests completed
2. Detailed log of job assignments maintained.
3. Advice/assistance provided to clients.
4. Hardware and software problems resolved.
5. Staff trained in computer applications.

KEY RESPONSIBILITY AREAS

1. Maintains a database of user requests from the Ministry of Health Authorities, National Public Health Laboratory, etc.
2. Liaises with the technical Support Services Administrator and the System Administrator in order to resolve user requests on hardware and software problems as well as installations.
3. Monitors and follow up on all user requests reported to the Systems and Information Technology Unit and provide feedback on their status.
4. Liaises with all foreign support providers in order to ensure resolution of problems and continuity of service
5. Ensures system availability within the guidelines of the Service Level Agreement.
6. Provides user support for minor non-technical user issues.
7. Coordinate the set up of computer systems for all new employees.
8. Liaises with the personnel Section in order to add or delete names from the help desk database.
9. Ensures the maintenance/servicing of all Ministry of Health computer equipment by running anti virus, scandisk, etc on a periodical basis.
10. Manages the inventory of computers, printers and peripherals.
11. Provides secretarial services for the Director, Systems and Information Technology.

12. Prepares progress reports on system calls: detailing problems, solutions, etc. for the Director, Systems and Information Technology.
13. Provides information and training in the use of Information Technology for Ministry of Health Staff
14. The Ministry of MOH may determine such other duties and responsibilities as from time to time.

PERFORMANCE STANDARDS

1. All user requests are reported to the Systems Administrator and/or the Technical Support Services Administrator within one hour of receipt
2. A high level of performance is demonstrated
3. Status reports are consistently completed on schedule

REQUIRED COMPETENCIES

Core Competencies	Level s
Oral Communication	2
Written communications skills	2
initiative	2
interpersonal skills	2
Customer and quality focus	2
Time management skills	2

Functional/Technical Competencies
Knowledge of computer applications

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Diploma in Office Administration
- Certification in Office Automation Software; Plus
- Two (2) years experience in a similar position; Or
- Any equivalent combination of education and experience

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Typical working environment, no adverse working conditions