



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

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: Technical Support Services Technician
JOB GRADE: MIS/IT 4
DEPARTMENT: Systems and Information Technology Unit
REPORTS TO: Technical Support Services Administrator
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 Technical Support Services Administrator, the incumbent is responsible for providing maintenance and support for all hardware and information technology equipment.

KEY OUTPUTS

1. All MOH computer equipment properly maintained
2. Log maintained
3. Hardware and software problems resolved
4. Network maintained

KEY RESPONSIBILITY AREAS

1. Responsible for the maintenance and support of all information technology equipment.
2. Installs configures and distributes all Ministry of Health information technology equipment.
3. Troubleshoots and resolve software, hardware and operations problems.
4. Provides technical support to all Ministry of Health users including Health Facilities Maintenance Unit and National Public Health Laboratory.
5. Maintains network users and user environment.
6. Ensures the security of all information technology equipment in the event of an emergency.
7. Provides technical assistance to Regional Health Authorities.
8. Connects users to the local area network.
9. Provides information and training in the use of information technology to Ministry of Health staff.
10. Performs any other related duties, as assigned by the Technical Support Services Administrator.

PERFORMANCE STANDARDS

1. All equipment requiring repair will be logged with the Help Desk Coordinator and updated within 3 hours of diagnosing problem.
2. All repairs done internally will be completed within 8 hours of receipt of all needed parts.

3. All requests for external assistance with repairs to equipment will be recorded at the help desk.
4. All equipment requiring preventative maintenance will be serviced in accordance with a schedule, and a record kept of all maintenance activities.

REQUIRED COMPETENCIES

Functional/Technical Competencies
Must be able to diagnose, repair and maintain PC hardware
Good time management skills

Core Competencies	Levels
Oral Communication skills	3
Interpersonal skills	3
Problem solving and decision making	3
Technical skills	3
Teamwork and cooperation	3
Customer and quality focus	3
Initiative	3

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- A Diploma in Computer Science; plus
- At least two (2) years experience in a similar position; or
- Any equivalent combination of education and experience

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

May be required to work beyond the normal working hours

AUTHORITY

- Install and maintain information technology equipment
- Liaise with RHA personnel to assist in resolving hardware problems
- Interview users to determine the specifics of a user request.