



Ministry of Industry Investment & Commerce

Jamaica's **Business** Ministry

CAREER OPPORTUNITY

The Ministry of Industry, Investment & Commerce is inviting suitably qualified persons to fill the following position in the Office of the Supervisor of Insolvency is inviting suitably qualified persons to fill the position below.

Network and Technical Support Services Officer (MIS/IT 4) – Not Vacant

Salary: \$3,501,526 per annum

JOB PURPOSE

Under the supervision of the Director of Human Resource Management and Administration, the User Support Officer is responsible for daily operations and management of the agency's computer network systems, ensuring that it is continuously maintained to preserve its security and integrity. The incumbent will be required to provide prompt response to user issues, organize computer training for users, resolve and document problems reported and/or discovered on the ICT network and offer sound IT advice on solutions to address issues and advance the business of the Offices.

KEY OUTPUTS

1. Log of problems
2. In-house training
3. User manuals prepared
4. ICT Inventory maintained
5. Hardware and software acquired and maintained
6. Network systems managed and maintained
7. Repairs of networking equipment
8. Technical support to database users provided

9. Reports submitted

KEY RESPONSIBILITY AREAS

TECHNICAL / PROFESSIONAL RESPONSIBILITIES

- Coordinate training programmes for users as is required to effectively execute their tasks.
- Provide desktop and helpdesk support, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruption.
- Maintain an inventory of computers and related supplies and ensures that the minimum reorder levels are monitored and maintained.
- Develop specifications for ICT hardware and software to meet the needs of the Offices.
- Manage the procurement of ICT-related goods and services.
- Responsible for the distribution of hardware and software, and keep updated logs of all computer equipment.
- Prepare and submit monthly reports.
- Develop ICT user policies and Standard Operating Procedures (SOPs).
- Monitors user adherence to ICT user policies and procedures and utilization of the ICT systems.
- Record, track, and document the helpdesk request problem-solving process, and actions taken through to final resolution.
- Maintain user accounts and applications on the network and ensure appropriate permissions are established within the applications and the network operating systems.
- Ensure that the network is continuously maintained, providing recommendations for upgrades when necessary to keep up with the technological and security trends.
- Liaise with internal and external stakeholders in the development and implementation of ICT solutions.
- Assist in the development of the budget ICT resources.

OTHER RESPONSIBILITIES

- Perform other related functions assigned from time to time by the Director of Human Resource Management and Administration.

PERFORMANCE STANDARDS

- A log of problems is maintained in accordance with established guidelines.
- In-house training and appreciation/orientation is prepared in accordance with established procedures and policies.
- Inventory of computer supplies is maintained in accordance with stipulated guidelines.
- Computer hardware and software are distributed within the required timeframe.
- Technical and functional specifications are appropriately developed to guide procurement processes.
- Budget recommendations provided in accordance with established timelines
- Reports are comprehensive and produced within the established timeframe.
- Network is appropriately maintained and upgraded to ensure its security and integrity.
- User policies and SOPs are developed and implemented.
- Internal and external relationships developed and maintained for the maintenance of the ICT infrastructure.
- Misuse of ICT resources are identified, documented, and reported accordingly.

REQUIRED COMPETENCIES

Core Competencies:

- Good interpersonal and people management skills
- Excellent oral and written communication skills
- Excellent customer quality
- Initiative
- Ability to prioritize effectively.

Functional Competencies:

- Excellent knowledge of computer hardware, firmware, and peripherals.

- Excellent troubleshooting skills
- Excellent analytical skills
- Excellent problem-solving skills
- Good working knowledge of computer applications and operating systems.
- Good knowledge of computer LAN, WAN, WLAN, internet, firewalls.
- Good Knowledge of Windows Servers environments
- Good knowledge of Microsoft Office 365 suite
- Knowledge and experience of databases administration would be an asset.

LIAISON:

Internal

- Director, Human Resource Management and Administration
- All Office of the Supervisor of Insolvency Staff and Office of the Government Trustee staff.

External

- Ministry of Industry, Investment and Commerce
- E-Gov Jamaica
- Suppliers and service providers

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE:

- Bachelor's Degree in Computer Science or related discipline from a recognized institution.
- At least two (2) years' experience in user support and computers network administration.

OR

- Diploma in Computer Science or related discipline from a recognized institution
- Technical certifications (ex. CCNA, CCNP, MCSA, MCSE or equivalent).
- AT least (3) years' experience in user support and computers network administration.

**Applications accompanied by resume should be submitted no later than
Friday April 24, 2026
to:**

**The Director, Human Resource Management and Development
Ministry of Industry, Investment & Commerce
4 St. Lucia Avenue, Kingston 5
Email: hrm@miic.gov.jm**

We appreciate your responses; however only short-listed applicants will be contacted.