

## Southern Regional Health Authority

**Compassion | Accountability | Respect | Efficiency**  
3 Brumalia Road, Mandeville, Manchester, Jamaica WI  
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Website: [www.srha.gov.jm](http://www.srha.gov.jm)

The Southern Regional Health Authority (SRHA), a Statutory Body under the Ministry of Health & Wellness responsible for the management and operation of Public Health Services within the Parishes of Clarendon, Manchester and St. Elizabeth, invites applications from suitably qualified persons for the following position in the **MANCHESTER HEALTH SERVICES**:

### **ICT Technical Support Officer (MIS/IT 4) (NOT VACANT)**

(Salary range \$3,501,526 - 4,709,163 per annum and any allowance (s) attached to the post)

#### **Job Summary:**

Reporting to the Parish Manager/CEO, this position is responsible for providing assistance in the installation and management of all systems including software, telephony, PC/Server and networks within the parish. Functions include the responsibility for general systems administration within the assigned hospital/s and health department of the parish.

#### **Qualification and Experience:**

- BSc in Computer Science/Information Technology or related field;  
**OR**
- Diploma in Computer Science or its equivalent from an accredited institution with three (3) to four (4) experience in a related field;  
**OR**
- Certificate in Computer Science from an accredited institution with four (4) to five (5) experience in a related field and proven ability to communicate in written and oral form.

#### **Key Responsibilities:**

- Provides technical and user support to the assigned hospital/health department.
- Configures and troubleshoots network equipment, computer systems and applications.
- Ensures the smooth and continuous operation of computers and all systems within the assigned hospital/health department.
- Configures user resources, access and security permissions as required by policy.
- Conducts regular maintenance activities of work stations under the supervision of the Systems Administrator.
- Manages and controls the asset inventory for the health facility.
- Performs and monitor systems backups and recovery operations to ensure business continuity.
- Assists in the training of staff in Software applications.
- Maintains the Help Desk Ticketing System.
- Installs computers and peripherals.
- Submits of weekly summary and monthly detailed reports to the Systems Administrator and the Director, Management Information Systems
- Participates in setting up audio visual equipment for training programmes.

- Performs other duties assigned by the Director, Information, Communication and Technology.

Applications along with resume should be sent no later than February 04, 2026 to:

Senior Human Resource Officer  
Manchester Health Department  
5-7 Ward Avenue,  
Mandeville Manchester

E-Mail - [manchesterhealthjobs@gmail.com](mailto:manchesterhealthjobs@gmail.com)

**\*\*IMPORTANT NOTE: WE WILL ONLY ACCEPT APPLICATIONS BY EMAIL\*\***

**\*\*PLEASE INDICATE IN THE 'SUBJECT LINE' THE NAME OF THE POSITION TO WHICH YOU ARE APPLYING\*\***

**ONLY SHORTLISTED APPLICATANTS WILL BE ACKNOWLEDGED**