



Southern Regional Health Authority

May Pen Hospital

Compassion | Accountability | Respect | Efficiency

1-3 Jackson Street, Denbigh, Clarendon, Jamaica WI

Tel: (876)986-4548/ 828-1894

Website: 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 at **MAY PEN HOSPITAL**:

HELP DESK TECHNICIAN (MIS/IT 3)- Temporary
(Salary range \$2,190,302 - \$2,945,712 per annum and any applicable allowances)

Job Summary

Reporting to the Technical Support Officer, the incumbent will be responsible for facilitating the installation and management of all systems including software, telephone, PC/Server and networks at the assigned facility. Functions include the responsibility for general systems administration within the assigned hospital/s and health department of the parish. Escalate technical issues through the MOHW or SRHA Help Desk where applicable. Provide general administration, user training and assist users where necessary in carrying out their duties on the Electronic Health Records Application and other applications.

Qualifications and Experience:

- BSc in Computer Science/Information Technology from a recognized tertiary institution with two (2) years' experience in related field;
OR
- Diploma in Computer Science or its equivalent from an accredited institution with two (2) to three (3) 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 will include:

- Providing technical and user support to the assigned hospital.
- Troubleshooting network equipment, computer systems and applications.
- Ensuring the smooth and continuous operation of computers and all systems within the assigned hospital/health department.
- Configuring user resources and provide domain access as required by policy.
- Conducting or facilitating the maintenance and replacement activities of work stations and networking devices under the supervision of the Technical Support Officer.
- Managing and controls the asset inventory for the EHR system.
- Facilitating systems backups and recovery operations to ensure EHR continuity.
- Assisting in the training of staff in Software applications, including Electronic Health Records.
- Maintaining the Help Desk Ticketing System for both MOHW and SRHA where applicable.
- Installing computers and peripherals.
- Submitting weekly summary and monthly detailed reports to the Technical Support Officer.
- Participating in setting up audio visual equipment for training programmes.
- Performing other duties assigned by the Technical Support Officer.
- Configuring user resources, access and security permissions on the EHR, as required by policy.

Applications along with resume should be sent no later than **Monday, March 30, 2026** to:

Senior Human Resource Officer
May Pen Hospital
Muirhead Avenue
Denbigh, Clarendon
E-Mail: jobs.mphr@gmail.com

****IMPORTANT NOTE: WE WILL ONLY ACCEPT APPLICATIONS VIA EMAIL****

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

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED