



Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
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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 the **May Pen Hospital**:

TECHNICAL SUPPORT OFFICER (MIS/IT 4)

(Salary range \$3,501,526 – \$4,709,163 per annum and any applicable allowances attached to the post.)

Job Summary:

Under the Supervision of the Chief Executive Officer the Technical Support Officer is responsible for providing assistance in the installation and management of all systems including software, telephony, PC/Server and networks within the parish. The Technical Support Officer functions also 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.

Specific Knowledge/Required Skills/Competencies:

- Knowledge of WINDOWS Server Operating Systems environment, Active Directory and administration techniques.
- Sound knowledge of LINUX/UNIX environment.
- Knowledge of switches/routers and LAN/WAN
- Knowledge of network design, implementation, administration & techniques
- Knowledge of Database Administration
- Sound knowledge of the Data Protection Act
- Knowledge of current trends in related job functions

- Excellent written and oral communication skills
- Excellent problem solving and decision-making skills
- Excellent time management skills
- Emotionally Intelligent
- Good human relations and interpersonal skills
- High level of integrity and professionalism

Key Responsibilities includes:

- 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.

Special Conditions Associated with the Job:

- Working beyond normal working hours, as necessary to deadlines or to resolve critical IT issues
- Will be required to travel to facilities within the parish.
- Required to actively participate in special IT projects.

Applications along with resume should be sent **no later than Tuesday, June 10, 2025** to:

Senior Human Resource Officer
May Pen Hospital
Muirhead Avenue, Clarendon, Jamaica
E-Mail – jobs.mphhr@gmail.com

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

PLEASE INDICATE THE NAME OF THE POSITION YOU ARE APPLYING FOR IN THE “SUBJECT LINE” OF YOUR EMAIL.

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED