



**WESTERN REGIONAL HEALTH AUTHORITY
LOT 31B, FAIRVIEW SHOPPING CENTRE
MONTEGO BAY
ST JAMES**

VACANCY

Applications are invited from qualified persons for the position of:

MANAGER, ENTERPRISE APPLICATION & CLIENT SUPPORT (MIS/IT 6) (VACANT)

REGIONAL OFFICE

Salary Scale: \$5,198,035.00 - \$6,990,779.00 per annum

The Western Regional Health Authority (a Statutory Body under the Ministry of Health & Wellness) is currently seeking to employ a **Manager, Enterprise Application & Client Support** for the **Regional Office**. Reporting to the **Director, ICT**, the **Manager, Enterprise Application & Client Support** has direct oversight of the Region's hardware, software and network infrastructure as well as being responsible for developing and implementing a Help Desk System for the Region or improving and maintaining the existing system.

CORE FUNCTIONS:

- ❖ Conducts research on network products, services, protocols, and standards in support of network procurement and development efforts
- ❖ Conducts evaluation and assessment of software information requirements of the Region; develops requirements specification and assists with the purchase and installation of software
- ❖ Identifies and evaluates the impact of proposed or requested major changes to existing application systems and makes recommendations for appropriate action; ensures adequate analyses of application issues, proposed solutions and development of methodologies and procedures are undertaken
- ❖ Co-ordinates data conversion activities whether from manual source documents or migration of data electronically stored
- ❖ Performs selective quality assurance checks on data residing in the system
- ❖ Carries out maintenance and design procedures for preserving data integrity
- ❖ Monitors the license renewal period for all software applications in Region
- ❖ Installs and supports LANs, WANs, network segments, internet, and intranet systems
- ❖ Develops, implements and monitors the ICT Help Desk system for the Region
- ❖ Provides third-level technical support to users concerning network system operations

- ❖ Diagnoses problems with network equipment and performs equipment repair or upgrades when appropriate
- ❖ Oversees installation, configuration, maintenance, and troubleshooting of network, connecting end-user hardware, software, and peripheral devices
- ❖ Keeps abreast of system developments and recommends system improvements
- ❖ Develops and implements various training programmes for users on the use of new operating systems, applications and databases
- ❖ Analyzes and isolates complex server and network issues
- ❖ Identifies and implements hardware and software needs as well as network and system requirements
- ❖ Installs, configures and maintains network cabling and other networking equipment such as hubs, switches, and UPS
- ❖ Works with System Administrator and the Director MIS in planning, installation, and documentation of network topology and Virtual Desktop Infrastructure (VDI)
- ❖ Assists in preparing specifications and cost estimates for equipment and provides technical assistance for the purchase of hardware and network infrastructure
- ❖ Submits reports of equipment to be upgraded on a monthly basis
- ❖ Assigns routing protocols and routing table configuration
- ❖ Assigns configuration of authentication and authorization of directory services

Administrative

- ❖ Assists with the development of the Unit's budget, Operational and Procurement Plan
- ❖ Assists with project implementation that may not be related to area of speciality
- ❖ Assists with training and development of officers in the Unit
- ❖ Monitors, assesses and appraises the performance of supervisees
- ❖ Performs any other duties that may be required from time to time

REQUIRED QUALIFICATION & EXPERIENCE:

- ❖ Bachelor of Science Degree in Computer Science, Information Technology or equivalent from a recognized tertiary institution
- ❖ Four (4) years experience in a related field

The following licensing or certification would be an asset

- ❖ Server+, CCNA or MCSE Certification
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- ❖ CISSP, Security+ Certification
- ❖ Certification in Supervisory Management

REQUIRED KNOWLEDGE, SKILLS & COMPETENCIES:

Core

- ❖ Excellent human relations and interpersonal skills
- ❖ Excellent planning and time management skills
- ❖ Ability to use own initiative to meet objectives and deadlines
- ❖ Excellent leadership and supervisory management skills
- ❖ Excellent written and verbal communication skills
- ❖ Sound decision-making skills
- ❖ Ability to exercise a high degree of diplomacy, integrity and confidentiality in carrying out duties

Technical

- ❖ Strong working knowledge of AD server roles, domain administration, configuration and migration
- ❖ Administering Users and Groups (Distribution, Security, Global)
- ❖ Demonstrated knowledge of Share and NTFS Permissions, Inheritance, Aggregate Permissions
- ❖ Demonstrated experience in managing AD-Integrated DNS, DHCP
- ❖ Experience administering group policy
- ❖ Experience with Administration of Failover Clustering (MS Clustering/OS-level)
- ❖ Virtualization Hyper-V: Demonstrated experience administering Hyper-V Virtualization in a cluster
- ❖ Experience implementing and supporting Microsoft SQL server
- ❖ Develop and implement a Patch Management Process/WSUS/SCCM
- ❖ Experience building, deploying, and hardening Windows servers

SPECIFIC CONDITIONS ASSOCIATED WITH THE JOB:

- ❖ May be required to work beyond normal working hours, including weekends and public holidays
- ❖ Ability to work under pressure and with minimum supervision
- ❖ Light physical exertion – the ability to lift up to 50 lbs
- ❖ Will be required to walk, sit or stand for extended hours
- ❖ On twenty-four (24) hour calls due to the nature of the job
- ❖ Required to respond promptly to emergency calls/situations at short notice, particularly during the night
- ❖ Will be required to travel within and outside of the parish
- ❖ Will be required to travel throughout the Region to execute duties

Application letter along with detailed resume should be submitted **no later than**

March 19, 2026 to:

**The Director
Human Resource Management and Development
Western Regional Health Authority
Lot 31b, Fairview Shopping Centre
P O Box 900
St. James
Or e-mail wrojobs@wrha.gov.jm**

ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED