



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

**VACANCY**

Applications are invited from qualified persons for the position of:

**SYSTEMS ADMINISTRATOR (MIS/IT 5) VACANT**

REGIONAL OFFICE

**Salary Scale: \$4,266,270.00 - \$5,737,658.00 per annum**

The Western Regional Health Authority (a Statutory Body under the Ministry of Health & Wellness) is currently seeking to employ a **Systems Administrator** for the **Regional Office**. Under the direct supervision of the Manager, Enterprise Application & Client Support, the Systems Administrator will be responsible for ensuring the stable operation of the Region's hardware, software and operating network by planning by developing, installing, configuring and maintaining infrastructure. The officer will also provide technical guidance to the Technical Support Officers. The incumbent will also be required to:

**CORE FUNCTIONS:**

- ❖ Manage the day-to-day operations of the host computers by monitoring system performance, configuration, maintenance and repair
- ❖ Manage all technical aspects of the Region's Website, Internet and Intranet services
- ❖ Ensure that records of system downtime are maintained
- ❖ Apply revisions to host system firmware and software
- ❖ Perform database reorganization and backups as per schedule. Respond to and addresses user problems escalated from the Help Desk; troubleshoot user and system problems and effects the necessary corrective actions
- ❖ Assist with monitoring the license renewal period for all software applications in Region
- ❖ Analyze and isolate hardware and software issues
- ❖ Liaise with external service providers and systems owners, where necessary, to ensure timely resolution of issues
- ❖ Establish, maintain and manage user accounts
- ❖ Install, modify and maintain systems and utility software on server computer systems as directed
- ❖ Provide server support related to other software
- ❖ Assist with the development of guidelines and methods for the installation and management of the host computer operating systems
- ❖ Ensure high availability and acceptable levels of performance of mission-critical host computer and server resources
- ❖ Assist with the development of procedures, programs and documentation for backup and restoration of host operating systems and host-based applications

- ❖ Stay current with technological developments in systems administration technology and recommends ways to take advantage of new technology
- ❖ Prepare requirement definition and participate in the development of system design
- ❖ Assist in the provision and maintenance of the network ensuring that is secure, reliable and efficient
- ❖ Assist in preparing specifications and cost estimates for equipment and provide technical assistance for the purchase of hardware
- ❖ Assist with project implementation that may not be related to the area of speciality
- ❖ Assist with the development of the Unit's budget and procurement plan
- ❖ Assist with training and development of officers in the unit
- ❖ Participate in the recruitment process of staff for the unit as required
- ❖ Perform any other duties that may be required from time to time

### **REQUIRED KNOWLEDGE, SKILLS & COMPETENCIES:**

- ❖ 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 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
- ❖ 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
- ❖ Must be willing to report for duty at any time of the day or night
- ❖ Ability to work under pressure and with minimum supervision
- ❖ May be required to travel throughout the Region to execute duties

## **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

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

**April 9, 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](mailto:wrojobs@wrha.gov.jm)**

***ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED***