



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

VACANCY

Applications are invited from qualified persons for the position of:

TECHNICAL SUPPORT OFFICER (MIS/IT 4) (VACANT)

Savanna la Mar Hospital

Salary Scale: \$3,501,526.00 - \$4,709,163.00 per annum

The Western Regional Health Authority (a Statutory Body under the Ministry of Health & Wellness) is currently seeking to employ a **Technical Support Officer** for the **Savanna la Mar Hospital**. Reporting to the **ICT Director**, the **Technical Support Officer** provides first-level technical support to the **Savanna la Mar Hospital** to include diagnosing and repairing faults, resolving network issues and installing and configuring hardware and software. He/she shall be responsible for recording, monitoring and maintaining reported ICT issues.

CORE FUNCTIONS:

- ❖ Maintain the use of agreed methods, tools and reference material to drive efficiency and consistency
- ❖ Manage the first point of contact and day-to-day technical support to end users/clients
- ❖ Take ownership of user problems, follows up on the status of problems on behalf of the user, and communicate progress in a timely manner
- ❖ Analyze and resolve end-user hardware and software computer problems in a timely and accurate fashion, and provide end-user training where required
- ❖ Monitor and maintain client issues using helpdesk software
- ❖ Create and implements temporary solutions until permanent solutions can be executed
- ❖ Escalate complex ICT problems to the appropriate process owner when necessary
- ❖ Document problem status and resolution in tracking log/system
- ❖ Identify recurring and potential problems and notifies team members
- ❖ Check network and communication systems as scheduled for issues, recommend changes and install fixes as per approval
- ❖ Set up and configure end-user desktop and laptop computers as needed
- ❖ Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers
- ❖ Troubleshoot and repair desktop computers, printers, routers, switches, firewalls, phones, laptop computers and Smart Phones

- ❖ Perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications
- ❖ Initiate third (3rd) party vendor support requests if required
- ❖ Create and implement temporary solutions until permanent solutions can be executed
- ❖ Provide technical support to meetings/events that include video and telephone conferencing
- ❖ Contribute to documentation related to ICT standard operating procedures and a resolution knowledge database
- ❖ Explain service procedures to users/clients and report breaches of policies and guidelines
- ❖ Monitor and communicate system status to internal management and the Hardware and Network Administrator
- ❖ Identify user/client training needs based on common problems
- ❖ Maintain the physical environment for network hardware by ensuring that the area and equipment are safe and secured and are conducive for the storage and operation of the equipment
- ❖ Communicate updates on issues in a timely manner to ensure customer satisfaction and productivity
- ❖ Recommend procedures and controls for service improvements, as well as ideas for improving queue time, and first contact resolution
- ❖ Collaborate in the development of service level agreements and takes steps to meet or exceed targets
- ❖ Clean computer and electronic hardware by removing dust build-up
- ❖ Ensure that cables are properly installed, are not safety hazards and do not compromise the aesthetic of the work environment
- ❖ Assist in the deployment of new or upgraded software and hardware
- ❖ Assist with the maintenance of the hospital's physical devices and software
- ❖ Assist with devising measures to mitigate system downtime, disaster exposures and violations detected
- ❖ Assist with tracking software, hardware and licensing inventory
- ❖ Assist with off-hour emergencies and time-sensitive issues when required including those at the data center
- ❖ Prepare and submit individual work plans
- ❖ Perform any other duties that may be required from time to time

REQUIRED KNOWLEDGE, SKILLS & COMPETENCIES:

Core

- ❖ Good human relations and interpersonal skills
- ❖ Good planning and time management skills
- ❖ Ability to use own initiative to meet objectives and deadlines
- ❖ Excellent written and verbal communication skills
- ❖ Good decision-making and critical thinking skills
- ❖ Strong analytical and problem-solving skills

Technical

- ❖ Working knowledge of mobile device configuration and support
- ❖ Familiarity with computer systems from an end-user perspective
- ❖ Broad knowledge of computer hardware, network operations and maintenance
- ❖ Excellent knowledge of Windows Operating Systems, diagnostic skills and a working knowledge of current technologies and emerging trends
- ❖ Knowledge of Microsoft Security essentials
- ❖ Knowledge of standards and procedures in the installation, repair and maintenance of hardware
- ❖ Knowledge of telecommunications systems
- ❖ Extensive knowledge of Windows 7,8, 10, Linux Fedora, MINIT, Ubuntu

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 within a fast-paced environment and with minimum supervision
- ❖ May be required to travel within and outside of the parish to execute duties
- ❖ Occasional exposure to dust and lifting of heavy equipment

REQUIRED QUALIFICATION & EXPERIENCE:

- ❖ Bachelor of Science Degree in Computer Science, Information Technology or equivalent from a recognized tertiary institution
- ❖ Two (2) years experience in a related field

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