

# INSTITUTE OF JAMAICA

(An Agency of the Ministry of Culture, Gender, Entertainment and Sport)

Applications are invited to fill the following position in Central Administration of the Institute of Jamaica (IOJ) for a period of 6 months:

## Systems Support Specialist

**Salary:** \$3,501,526.00 per annum

### **JOB SUMMARY**

Under the general direction of the Manager, Information Technology, the Systems Support Specialist is responsible for ensuring the reliability, performance, and longevity of the organization's IT infrastructure. This role involves diagnosing, repairing, and maintaining both hardware and software components of IT equipment, including computers, printers, peripherals, servers, networking devices, and associated software applications. The incumbent contributes by minimizing downtime, optimizing system performance, and ensuring seamless operation of equipment across the organization.

### **KEY RESPONSIBILITY AREAS**

- Maintains hardware by conducting routine inspections, repairs, upgrades, and replacements of hardware components such as desktops, laptops, servers, printers, scanners, and networking devices.
- Performs in-depth diagnosing and repair hardware failures, troubleshooting issues inclusive of performance degradation and compatibility and ensuring optimal functionality.
- Installs, configure, update, and troubleshoot software applications, operating systems, drivers, and utilities across various platforms (e.g., Windows, macOS, Linux).
- Resolves software conflicts, apply patches, and ensure compatibility with hardware components.
- Develop and implement preventive maintenance schedules and procedures to proactively identify and address potential issues before they escalate.
- Monitor and ensure system performance and resource utilization across all Computer Labs, Libraries, Reading Room and Exhibition Galleries maximizing operations.
- Implement performance tuning measures, software optimizations, and configuration adjustments to improve efficiency and productivity.
- Backup and safeguard critical data during repair and or maintenance on IT systems and perform data recovery exercises to restore operations.
- Assist Network Administrator in implementation of security measures, protocols, and best practices to protect IT equipment, data, and networks from cyber threats, malware, and unauthorized access.
- Assists the Network Administrator in network cable installation, inclusive of terminating, labelling, testing and documenting networks.
- Assist Database Administrator and Management Information Specialist (MIS) in database and website recovery procedures.
- Participates in cross training and skills sharing within the department and across the Organization.
- Performs video conferencing and audio-visual setup for events and meetings.

- Submits service call forms to Help Desk Support Officer.
- Assists in deaccessioning of IT Equipment across Organization.
- Foster a positive user experience by delivering timely support and ensuring user satisfaction.

### **CORE COMPETENCIES**

- Oral Communication
- Written Communication
- Teamwork and Cooperation
- Customer and Quality Focus
- Initiative

### **TECHNICAL COMPETENCIES**

- Proficiency in diagnosing and troubleshooting hardware and software issues across various platforms and devices.
- Strong knowledge of computer hardware components, peripherals, operating systems, and software applications.
- Strong knowledge with diagnostic tools, testing equipment, and software utilities used in hardware and software maintenance.
- Knowledge and ability to install, label, test and repair network cable, network drop and other network devices.
- Excellent problem-solving skills, attention to detail, and ability to work under pressure.
- Effective communication and interpersonal skills, with the ability to interact professionally with end-users and colleagues.
- Capacity to work independently and collaboratively in a dynamic, multi-faceted environment.

### **MINIMUM QUALIFICATION/EXPERIENCE**

- Associate or Bachelor's degree in Computer Science, Information Technology, or related field (or equivalent work experience).

OR

- Diploma in Computer Science or Information Technology related field with:
  - Technical certifications (e.g., CompTIA A+, CompTIA Network+, Microsoft Certified Desktop Support Technician (MCDST))
- One (1) years' proven experience diagnosing and resolving hardware, software, and network issues.
- Proficiency with Windows and Linux Servers. Operating Systems: Windows 7, 8.1,10 and 11. Microsoft Office Suite (2007 - 2021) and MacOS.
- Knowledge in network installation and related duties.

Applications should be submitted no later than **Friday, December 13, 2024** to:

**Director Human Resource Development & Management  
Institute of Jamaica  
10 -16 East Street**

**Kingston**

**Email:** [personnel@instituteofjamaica.org.jm](mailto:personnel@instituteofjamaica.org.jm)