

INSTITUTE OF JAMAICA

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

Applications are invited to fill the position of **Help Desk Support Officer (GMG / AM 2)** in the Central Administration division of the Institute of Jamaica.

Salary: \$1,370,094.00 per annum

JOB SUMMARY

To provide help desk and administrative support for the Information Technology Department.

KEY RESPONSIBILITIES

- Keeps abreast of IT projects and other activities involving the IT Department
- Schedules appointments and arranges meetings
- Provides Manager, Information Technology, with information on matters concerning general administration
- Takes and produces minutes of meetings
- Ensures departmental voice messages are logged, answered and cleared
- Ensures that the Manager, Information Technology, is aware of Departmental, Sick, and Vacation Leave for all members of the department
- Ensures all service requests routed to other technical staff have been closed and send reminders to technical staff if service requests are not completed
- Communicates unfinished service requests to Manager, Information Technology
- Documents / logs all help desk service requests
- Coordinates logistics for IT training sessions
- Logs maintenance / service repair activities on IT / AV related equipment in the fixed asset database
- Assists with the preparation of system documentation
- Organizes and maintains a proper filing system for the department
- Receives incoming mail and follows up with appropriate action as directed
- Keeps abreast of deadlines for all Reports

REQUIRED COMPETENCIES

- Proficiency in producing minutes, writing letters and memos
- Proficiency in Microsoft Suite, especially Word and Excel
- Proficiency in data collection, input and data validation
- Knowledge of help desk support systems /customer service procedures
- Knowledge of Content Management Systems: Word Press preferred
- Excellent communication and organizational skills.

MINIMUM QUALIFICATION / EXPERIENCE

- Degree in Business Administration or Computer Studies
- Three (3) years' experience in an administrative support position
- One (1) year experience in customer service or call centre support.

Applications should be submitted no later than Friday, March 10, 2023 to:

**Director Human Resource
Development and Management
Institute of Jamaica
10-16 East Street
Kingston
Email: personnel@instituteofjamaica.org.jm**