



Ministry of
Education, Skills,
Youth & Information

ICO 26-106



CAREER OPPORTUNITY

TECHNICAL SUPPORT MIS/ITS - NOT VACANT
MEDIA SERVICES UNIT

JOB TITLE :

Under the general supervision of the Education Officer (ICT), the Technical Support Officer is responsible for allocating computer resources to optimize the use of network facilities; monitoring and providing technical support in the development of computer laboratory and educational technology centre in schools; installing, configuring, monitoring, securing and maintaining operational and computer systems; and procuring software, hardware and services to establish intranet and facilitate website development.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree or Diploma in Computer Science/Information Technology or equivalent from a recognized University
- Five to seven (5-7) years' experience in related field
- Be able to implement and manage a 25-100 seat LAN/WAN environment including: client/Server Windows 2000; Hubs, Switches, Bridges, Gateways, Routers

REMUNERATION PACKAGE:

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





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FOR FURTHER INFORMATION, PLEASE CONTACT THE DIRECTOR, HUMAN RESOURCE MANAGEMENT AT EXT. 5883 INTERESTED PERSONS ARE INVITED TO SUBMIT APPLICATIONS WITH RÉSUMÉS NO LATER THAN WEDNESDAY, AUGUST 19, 2026 TO THE ADDRESS PRESENTED BELOW.

DIRECTOR – HUMAN RESOURCE MANAGEMENT
MINISTRY OF EDUCATION, SKILLS, YOUTH & INFORMATION
2 - 4 NATIONAL HEROES CIRCLE,
KINGSTON 4

WE THANK ALL APPLICANTS FOR EXPRESSING AN INTEREST; HOWEVER, ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

[CLICK HERE TO APPLY](#)

HUMAN RESOURCES
MANAGEMENT



MINISTRY OF EDUCATION, SKILLS, YOUTH & INFORMATION

JOB DESCRIPTION AND SPECIFICATION (Present)

JOB TITLE:	Technical Support Officer
JOB GRADE:	MIS/IT5
POST NUMBER:	
DIVISION:	Educational Services
SECTION:	Curriculum and Support Services/Media Services Unit
REPORTS TO:	Senior Education Officer (ICT)
MANAGES:	Data Entry Clerk

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Job Purpose:

Under the general supervision of the Education Officer (ICT), the Technical Support Officer is responsible for allocating computer resources to optimize the use of network facilities; monitoring and providing technical support in the development of computer laboratory and educational technology centre in schools; installing, configuring, monitoring, securing and maintaining operational and computer systems; and procuring software, hardware and services to establish intranet and facilitate website development.

Key Outputs:

- Computer resources allocated
- Technical problems identified/resolved
- Internet/Intranet services installed/secured
- Computers/equipment installed/maintained
- Systems installed/configured/monitored/secured
- Control strategy for use/security of data/information developed
- Network administered
- Software/hardware/services procured
- User needs/requests responded to

Key Responsibility Areas:**Technical / Professional Responsibilities:**

- Assists in planning structured computer network, cabling, evaluating equipment requirements, producing equipment cost estimate for various projects and provide technical assistance for the purchase of hardware/software.
- Allocates computer system resources in the network environment in order to optimize the use of network facilities (workload for file and printer must be properly allocated)
- Monitors and provides technical support in the development of computer laboratory and educational technology centre in schools.
- Identifies and resolves technical problems
- Installs and secure systems for the Ministry's Internet/Intranet services
- Performs installation and maintenance activities to computers and related equipment
- Assists in planning structured computer network, cabling, evaluating equipment requirements, producing equipment cost estimate for various projects and provide technical assistance for the purchase of hardware/software
- Contributes and keeps abreast of the technical development of computers, peripherals, computing methods and software, their potential and limitations
- Monitors the performance of the system, making recommendations as required
- Ensures the security of the system against intrusions, worms, virus, etc.
- Develops a proper control strategy for the use and security of data/information, including backup/restore procedure and schedule, retention time for backup and historical data, security procedures to ensure data integrity
- Allocates computer system resources in the network environment in order to optimize the use of network facilities (workload for file and printer must be properly allocated)
- Installs and configures operating systems on workstations to ensure connectivity to the local network

- Administers the network by maintaining user accounts and allocating security levels (password, access rights) to individual users of the network
- Designs, develops and implement end-user systems for Textbook management Information System
- Modifies and maintains in-house systems to improve functionality and to satisfy user needs
- Queries database system using SQL

Management/Administrative Responsibilities

- Procures software, hardware to facilitate print, audio and video productions
- Oversees preventative maintenance of equipment by contractor(s)
- Accesses users' needs and requests for IT resources and make recommendations accordingly
- Liaises with IT suppliers and be the intermediary between the suppliers and the Ministry
- Offers training to end-users in application software such as word processing and spreadsheet and in using the network
- Produces reports from in-house systems on request

HR Responsibilities

- Develops and manages the performance of staff supervised, including transferring skills, motivating, coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback, and initiating corrective action where necessary to improve performance;
- Ensures that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff, and recommends movement when appropriate
- Recommends vacation leave and approves sick and departmental leave,, and participates in the administration of staff benefits in keeping with established human resource policies;
- Recommends/ administers disciplinary action in keeping with established human resource policies;
- Conducts monthly and other ad hoc staff meetings as required
- Ensures staff adheres to the policies and procedures of the Ministry and the Division;
- Fosters teamwork, a harmonious working environment and promotes collaborative working relations
- Conducts performance appraisals of staff supervised for required purpose and at required intervals

Performance Standards

- Target set for annual MSU work plan are met by the end of the financial year. These are as follows:
 - Procure software, hardware to facilitate print, audio and video productions
 - Hardware and software support in the development of Ministry's Website
 - Monitor and provide technical support in the development of computer laboratory and educational technology centre in Schools
- Report must be handed in on time to enhance decision-making and planning
- Maintain a good attendance and punctuality record

Internal and External Contacts (specify purpose of significant contacts:**Within the Division**

Contact (Title)	Purpose of Communication
End-users	Re user accounts, responding to needs/requests and training

Contacts external to the organisation required for the achievement of the position objectives:

Contact (Title)	Purpose of Communication
Maintenance personnel	Re overseeing of preventative maintenance
Suppliers	Re procurement of software, hardware and services

Required Competencies:**Core**

- Ability to think analytically in a structured way
- Strong interpersonal and communication skills
- Ability to work with diverse end-users within the organization
- Organizational skills
- Great team player
- Self-motivated
- Ability to work under pressure with minimum supervision
- Ability to perform any other duty deemed necessary for continued operation of the organization

Technical

- Knowledge of wide area communications and Local Area Networks
- Proficient in the use of various hardware and software
- Familiar with Network Development and Maintenance
- Understand the technicalities involved in setting up a client server for the local network
- Ability to program 4 GLs such as FoxPro and Ms Access
- Have a fair knowledge of project management and is familiar with at least on project management tool

Minimum Required Education and Experience

- Bachelor's Degree or Diploma in Computer Science/Information Technology or equivalent from a recognized University
- Five to seven (5-7) years' experience in related field
- Be able to implement and manage a 25-100 seat LAN/WAN environment including: client/Server Windows 2000; Hubs, Switches, Bridges, Gateways, Routers

Authority:

- To address technical hardware problems including maintenance and upgrade, security of system

Specific Conditions associated with the job:

- May be required to work beyond normal working hours at times, in order to meet deadlines.

Validation of Job Description

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Manager/Supervisor

Date

Head of Division/Division

Date

Date received in Human Resource Division

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