



# **CAREER OPPORTUNITY**

**Applications are invited from suitably qualified persons to fill the post of:**

## **TECHNICAL SUPPORT MANAGER**

**Information & Communication Technology, Individual Benefits & Research Division**

Under the general direction of the Director, Information and Communication Technology, the Technical Support Manager has responsibility for ensuring that all information technology systems in the National Health Fund are operational. To achieve this, the incumbent shall:

- Maintain the management information system for the National Health Fund including liaising with third party vendors to ensure the availability and security of the system
- Plan and implement a preventive maintenance programme for computerised databases and network systems within the National Health Fund's network infrastructure
- Assume responsibility for the installation, configuration and administration of the operating systems software
- Ensure that all networks are technically robust and secure
- Ensure efficient and secure access is maintained for Healthcare Providers and managed service centres including satellite offices beneficiaries and health professionals.

### **CORE DUTIES & RESPONSIBILITIES:**

1. Provide advice and support for the configuration, installation and administration of information technology and office automation systems in the National Health Fund.
2. Monitor the performance of information technology and office automation systems to ensure they effectively and efficiently meet the requirements of users and the organisation.
3. Recommend and implement modifications, upgrades and the replacement of information technology and office automation applications to ensure they effectively and efficiently meet the requirements of users and the organisation.
4. Ensure execution of operational maintenance and backup resilience schedule for National Health Fund information technology equipment and systems.
5. Provide troubleshooting and repair support for all equipment and software system problems.
6. Perform other related duties, as assigned by the Director-ICT, Senior Director-ICT, Individual Benefits & Research and the CEO.

### **QUALIFICATION & EXPERIENCE:**

- Bachelors Degree in Computer Science or Information Systems
- Formal training in Business Administration/Management
- Minimum of five (5) years related experience of which two (2) years should be at the Supervisory level, or
- Any equivalent combination of education and experience

Applicants are invited to submit their application no later than **Friday, May 20, 2022 to:**

The Human Resource Department  
NATIONAL HEALTH FUND  
6<sup>th</sup> Floor, The Towers,  
25 Dominica Drive  
Kingston 5  
Fax: (876) 926-7193  
Apply Here: <https://nhf.orangehrmlive.com/recruitmentApply/17/view>

**NB. We appreciate all responses, but only short listed candidates will be contacted.**