



## **CAREER OPPORTUNITY**

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

### **TECHNICAL SUPPORT OFFICER – ICT, Benefits & Research Division**

#### **ROLE AND FUNCTIONS OF JOB:**

Under the general direction of the Technical Support Manager, the incumbent is responsible for providing maintenance and support for all hardware and information technology equipment. Specifically, the Technical Support Officer shall:

- Carry out preventive and corrective maintenance to all National Health Fund (NHF) computer hardware and related equipment.
- Install, configure and distribute information technology equipment
- Respond to user queries and support needs

#### **RESPONSIBILITIES AND DUTIES:**

1. Responsible for the maintenance and support of all information technology equipment.
2. Install, configure and distribute all NHF information technology equipment.
3. Troubleshoot and resolve software, hardware and operations problems.
4. Provide technical support to all NHF users.
5. Maintain network users and user environment.
6. Ensure the security of all information technology equipment in the event of an emergency.
7. Provide technical assistance to Regional Health Authorities where necessary.
8. Set-up user e-mail accounts, internet access and connect users to the local area network and wide area network.
9. Provide information and training in the use of information technology to NHF staff.
10. Perform any other related duties, as assigned by the Technical Support Manager

#### **SPECIFIC KNOWLEDGE REQUIRED:**

- Working knowledge of UNIX, Windows NT
- Knowledge of basic networking
- Knowledge of Microsoft Outlook
- Knowledge of office automation tools

#### **QUALIFICATIONS & EXPERIENCE:**

- A Degree in Computer Science or Information Technology
- At least two (2) years experience in a similar position
- Any equivalent combination of education and experience

Applicants are invited to submit their application no later than **Friday, December 9, 2022** to:

The Human Resource Department  
NATIONAL HEALTH FUND  
6<sup>th</sup> Floor, The Towers,  
25 Dominica Drive  
Kingston 5

Apply here: <https://nhf.orangehrmlive.com/recruitmentApply/29/view>

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