



Applications are invited for suitable qualified candidates to fill the following positions within the **INFORMATION & COMMUNICATION TECHNOLOGY DIVISION** at the National Land Agency.

CLIENT SUPPORT TECHNOLOGIST (VACANT)

This position reports to the Senior Technology Support Specialist.

Job Purpose

To ensure that the computer and communication infrastructure are functional thus contributing to the Agency's goals.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the preparation of the Branch's reports.
- Update the Helpdesk System to facilitate tracking of issues.
- Contribute articles, manuals, configuration guides etc. to the Technical Knowledgebase.
- Makes recommendations on matters relating infrastructure improvement.

Technical /Professional Responsibilities

- Maintains availability of production printers/plotter/scanner - the deployment, maintenance, configuration, diagnose, and repair of all scanners, printers, and plotters owned by the Agency.
- Maintains availability of production computers – the deployment, maintenance, configuration, diagnosis, and repair of all computers retained/owned by the Agency.
- Troubleshoots and resolves computer (including printers, plotters, scanners etc.) and communication (including routers, switches, IP Phones etc.) related issues.
- Evaluates, recommends and collaborates with the Supervisor and Manager in the procurement of ICT (e.g. computers, printers, scanners, IP Phones etc.) related items.
- Assists with the design and delivery of technical training programmes.
- Utilizes efficient customer service skills and good coordination in maintaining effective working relations with internal and external clients.
- Upholds and exhibits confidentiality and integrity in the fulfillment of duties and assigned tasks.

Other Responsibilities

- Keeps abreast with trends and development in relevant technology and recommends their incorporation where appropriate.
- Performs other related duties assigned from time to time by the Supervisor.
- Adhere to safety standards in the execution of duties.
- Coordinate and interface with external vendors for servicing and/or restoration of computer related equipment
- Assists with the inventory and movement of equipment including preparation of relevant documentation.

Required Skills/ Competencies

The post-holder should be able to demonstrate:

- Strong interpersonal skills
- Good mediation and conflict resolution skills
- Excellent oral and written communication
- Analytical thinking
- Decision making, problem solving skills
- Planning and organization skills
- Ability to thrive in a team-based environment
- Demonstrated PC maintenance skills
- Knowledge of the Windows environment
- Ability to conduct technical interviews to gather process and systems information

Minimum Required Qualifications and Experience:

- BSc degree in Computer Science or equivalent
- Two (2) years infrastructure support experience in a computing environment

Remuneration Package: - Salary Range: \$ 3,501,526.00 - \$ 4,709,163.00 p.a.

A letter of application accompanied by a Résumé should be submitted no later than

Friday, August 15, 2025 to jobapplications@nla.gov.jm for the attention of:

The Director, Human Resource Management & Development

National Land Agency

8 Ardenne Road

Kingston 10

We appreciate all responses, but only shortlisted applicants will be contacted.