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# Memorandum

**To:** All Members of Staff  
**From:** Andrea Livingstone (Mrs.)  
Director, Human Resource Management & Development  
**Date:** July 12, 2021  
**Subject:** CAREER OPPORTUNITY – INFORMATION & COMMUNICATION  
TECHNOLOGY DIVISION

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Applications are invited from suitably qualified candidates to fill the following position within the **INFORMATION & COMMUNICATION TECHNOLOGY DIVISION**, at the National Land Agency.

**SENIOR TECHNOLOGY SUPPORT SPECIALIST  
(VACANT)**

This position reports to the Manager, Systems Support.

**Job Purpose**

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

**Key Outputs**

- Objectives implemented
- Reports developed
- Tasks delegated and monitored
- Performance appraisals conducted
- Staff trained
- Production network maintained
- Infrastructure problems resolved

**Key Responsibility Areas:**

*Management/Administrative Responsibilities*

- Assists with the development of the Branch's operational objectives and budget
- Ensures implementation of objectives and assesses results
- Ensures that employees comply with policies and procedures of the Unit
- Prepares reports on activities of the Unit
- Provides leadership through example and sharing of knowledge and skills
- Delegates tasks to employee and monitors progress
- Conducts performance appraisals within established guidelines
- Ensures the training and development of the staff of the Unit
- Assists with the selection of staff
- Liaises with vendors in respect of system's support and maintenance

*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 and updates the inventory of ICT related assets (i.e. Computers, IP Phones, Printers, Plotters, etc.).

- Maintains availability of production computers – the deployment, maintenance, configuration, diagnose, and repair of all computers retained/owned by the Agency.
- Develops, reviews, and maintains policies and procedures of Computer and Communication infrastructure related activities/solutions.
- Troubleshoots and resolves computer (including printers, plotters, scanners etc.) and communication (including routers, switches etc.) related issues.
- Develops, manages, and implements projects within agreed guidelines.
- Procures ICT (e.g. computers, printers, scanners etc.) related items.
- Assists with the design and delivery of technical training programmes.
- Makes recommendations to Manager relating to the Network, Computers, Printers, Scanners, Security and IP Telephony solutions.

#### *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 Manager

#### **Performance Indicators**

- Performance appraisals are conducted and recommendations made within the time agreed
- Staff is competent and productive
- Reports are complete, accurate and submitted on time
- Appraisals including appropriate recommendation are submitted within the time agreed
- Resolve user, application and server related problems within established time-frame
- Ensure production network, computers, etc. are available based on established performance indicators and or SLAs
- Ensure troubleshooting and infrastructure issues are solved within the time specified.

#### **Required Competencies**

The post-holder will be able to demonstrate:

- Excellent oral and written communication
- Analytical thinking
- Decision making, problem solving skills
- Planning and organization skills
- Ability to thrive in a team-based environment
- Ability to conduct technical interviews to gather process and systems information
- Sound knowledge of Active Directory and Microsoft Exchange, network technologies

#### **Minimum required Education and experience**

- BSc in Computer Science or related field
- At least two years' experience as a network/desktop systems administrator

**Remuneration Package: Salary Range: \$2,517,298.00 - \$2,683,863.00 p.a.  
Full Upkeep: \$ 894,924.00 p.a. (with motor vehicle)**

A letter of Application accompanied by a *Résumé* should be submitted no later than **July 23, 2021** to [jobapplications@nla.gov.jm](mailto: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 short-listed applicants will be contacted.](#)**