



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

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

SERVER SUPPORT SPECIALIST (VACANT)

This position reports to the Senior Server Support Specialist.

Job Purpose

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

Key Outputs

- Logged issues are responded to and resolved
- Computer problems diagnosed
- Repair computer equipment
- Install and configure user systems
- Preventative maintenance conducted
- Prepare reports

Key Responsibilities:

Management/Administrative Responsibilities

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

Technical /Professional Responsibilities

- Administers the Agency's policies relevant to the use of computers and data access in order to maintain compliance with the Agency's ICT Policy and guidelines.
- Reviews, revises and maintains a variety of written materials (.e.g procedures, memoranda, operational documentation, reports, etc.) for the purpose of documentation, conveying information, providing references for servers and server related activities and or solutions
- Maintains the availability of servers and server related equipment , which includes (but not limited to) installing , configuring, securing and testing of server hardware and server software on various platforms (e.g. service packs, application software, operating system, backup software, hardware drivers and upgrades etc.)
- Maintains and updates the inventory of servers and server related components

- Troubleshoots and resolves malfunctions of the server hardware and software, application software, network (related to the servers), for the purpose of restoring services
- Develops, reviews, and maintains policies and procedures of the servers and related activities/solutions.
- Maintains network operating systems.
- Develops, manages, and implements projects and programmes within agreed guidelines and/or objectives.
- Recommends the procurement of server related items.
- Makes recommendations to Manager relating to Server solutions
- Provides day-to-day maintenance and support of the server infrastructure
- Administers and maintains end user accounts, permissions, and access rights
- Administers and maintains Windows Server technologies (Active Directory, DHCP, DNS, etc)
- Administers and maintains Microsoft Exchange Server
- Assists in the management and monitoring of backup, anti-virus and security processes and procedures.
- Researches on emerging products, trends, services, protocols, and standards for the purpose of recommending purchases, procedures and new implementations.
- Tests, evaluates and recommends relevant software and hardware for purchase.
- Assists in training members of staff for the purpose of ensuring their ability to utilize existing and/or new operating systems, application software, hardware and peripherals.

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.

Performance Indicators

- Activity status reports are complete, accurate and submitted on time
- All technical and user documents are current
- Proper installation and maintenance of computers, printers, scanners, etc.
- End-users have confidence when using the systems
- Maintenance of user and technical manuals
- User issues and problems are dealt with quickly and satisfactorily
- Deployed systems are evaluated and tested
- Resolve infrastructure related problems within established time-frame
- Special duties and tasks assigned are completed within the stipulated deadlines, quality standards and targets are consistently met.

Required Competencies/Skills

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
- Strong troubleshooting skills
- Strong understanding of current best practices in information technology and related systems
- Administration of Microsoft Exchange
- Working knowledge of Backup policies and procedures
- Working knowledge of Linux/Unix
- Working knowledge of virtualization technologies

Minimum Required Qualifications and Experience

- Undergraduate Degree in Computer Studies or equivalent qualification
- Minimum of two (2) years' experience in the installation and maintenance of MS Windows Server and Active Directory environments

Remuneration Package: - Salary Range: **\$1,892,725.00 - \$2,032,449.00 p.a.**

A letter of Application accompanied by a *Résumé* should be submitted no later than **July 23, 2021** 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 short-listed applicants will be contacted.](#)