

Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
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Website: www.srha.gov.jm

The Southern Regional Health Authority (SRHA), a Statutory Body under the Ministry of Health & Wellness responsible for the management and operation of Public Health Services within the Parishes of Clarendon, Manchester and St. Elizabeth, invites applications from suitably qualified persons for the following position in the **ST. ELIZABETH HEALTH SERVICES**:

Technical Support Officer (MIS/IT 4) – Vacant

(Salary range \$3,501,526 - \$4,709,163 per annum and any allowance (s) attached to the post)

Job Summary

Reporting to the Parish Manager, this position is responsible for providing assistance in the installation and management of all systems including software, telephony, PC/Server and networks within the parish. Functions include the responsibility for general systems administration within the assigned health department of the parish.

Qualification & Experience

- BSc in Computer Science/Information Technology or related field;
OR
- Diploma in Computer Science or its equivalent from an accredited institution with three (3) to four (4) years experience in a related field;
OR
- Certificate in Computer Science from an accredited institution with four (4) to five (5) years experience in a related field and proven ability to communicate in written and oral form.

Key Responsibilities

- Provide technical and user support to the assigned hospital/health department.
- Configure and troubleshoot network equipment, computer systems and applications.
- Ensure the smooth and continuous operation of computers and all systems within the assigned hospital/health department.
- Configure user resources, access and security permissions as required by policy.
- Conduct regular maintenance activities of work stations under the supervision of the Systems Administrator.
- Manage and control the asset inventory for the health facility.
- Perform and monitor systems backups and recovery operations to ensure business continuity.
- Assist in the training of staff in Software applications.
- Maintain the Help Desk Ticketing System.

- Install computers and peripherals.
- Submit weekly summary and monthly detailed reports to the Systems Administrator and the Director, Management Information Systems
- Participate in setting up audio visual equipment for training programmes.
- Perform other duties assigned by the Director, Information, Communication and Technology.

Required Knowledge, Skills & Competences:

- Knowledge of switches/routers and LAN/WAN
- Knowledge of network design, implementation, administration & techniques
- Knowledge of Database Administration
- Knowledge of the Data Protection Act
- Knowledge of current trends in related job function
- Excellent oral and written communication skills.
- Excellent data management skills.
- Excellent interpersonal and relationship building skills.

Applications along with resume should be sent no later than **October 12, 2026** to:

Senior Human Resource Officer
 St. Elizabeth Health Department
 1 Brigade Street, Black River
 St. Elizabeth
 E-Mail - jobssehd@gmail.com

****IMPORTANT NOTE: WE WILL ONLY ACCEPT APPLICATIONS BY EMAIL****

****PLEASE INDICATE IN THE 'SUBJECT LINE' THE NAME OF THE POSITION TO WHICH YOU ARE APPLYING****

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.