

Housing Agency of Jamaica Limited (HAJL)

invites applications for the following position.

TECHNICAL SUPPORT OFFICER

Grade F, Band 6 – (\$3,332,803.00) per annum

Location: Kingston

Job Purpose:

Under the general direction and supervision of the Team Leader, MIS, the Technical Support Officer has the responsibility to design, develop and implement software solutions to enable the different Units/Departments/Divisions and users to carry out their functions effectively and efficiently. The role also has the responsibility to provide troubleshooting and maintenance support for all hardware and computer infrastructure within the organisation, as well as training and user support activities. She/he also provides specialist support for the organisation's website and graphic design, as well as maintaining all website and graphic files and information.

Key Output:

- Network Management
- System Administration
- Technical Support
- Data Management
- Cybersecurity
- IT Policy Development
- Learning and Development
- Project Management
- Vendor Management
- Reporting and Documentation
- Continuous Improvement

Key Responsibilities:

The incumbent will have the responsibility to:

Administrative:

Administrative:

- Establishes, monitors, and enforces effective Information and Communication Technology (ICT) security policies to safeguard the Agency's information system infrastructure, networks, and data. Report in detail where breaches have been identified.
- Participate in the development and implementation of network-wide web-based software solutions for the Agency's usage.
- Performs user requirements to guide software development.
- Develop a programme flow logic diagram to guide software development.
- Research and test commercial software of interest to the Agency and make recommendations to management.
- Document software changes to reflect modifications, upgrades, etc.
- Plan, secure and direct the implementation of all network systems.
- Conduct research into new ICT products and make recommendations for installations or upgrades.
- Maintain current knowledge of relevant state-of-the-art technology, equipment and/or systems best suited for the Agency's operations.
- Develop documents and manage the implementation of Disaster Recovery Plans to minimise system downtime and protect the Agency's information assets.
- Develop and maintain accurate documentation showing network infrastructure, platforms, configuration, and security.
- Identify critical security issues and recommend to Senior management risk reduction solutions.
- Keep meticulous records of all network upgrades, maintenance, and inventory.
- Generate reports as per request.

Technical:

- Provide technical support for the maintenance of the Agency's website, internet, intranet, extranet, CUG phones and the Agency's database systems, which provide information to our internal and external customers.
- Performs upgrades and modifications to existing software systems to reflect changing user requirements and technology in a dynamic environment.
- Train and educate users in the use of customs and commercial software.
- Ability to perform typical server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, WINS, DHCP and IIS support functions.
- Control access permissions and privileges
- Assists in the technical evaluation of tenders/bids from vendors/contractors for the supply and/or installation of products and/or services.
- Monitors and manages the implementation activities of contracted vendors/suppliers for the installation and servicing of hardware and power systems.
- Test hardware and power systems to ensure that a quality solution is accepted.
- Establish security levels and ensure they are adhered to based on ICT security policy and guidelines.

- Ensure the availability of all sufficient resources to assure system availability and scalability (spares, support agreement, power supply).
- Ability to install, configure and troubleshoot Windows 2003/2008 Servers and Active Directory.
- Carries out regular preventative maintenance activities for supported equipment
- Execute the necessary repairs, replacements, and relocation of hardware.
- Knowledge and expertise to formulate, develop, implement, and document network security, backup procedures, disaster recovery plans, and conduct systems analysis.
- Knowledge of in-house platforms such as Windows 2003/2008 Server, Exchange 2003/2008 Server, ISA 2004 Server, and Symantec Antivirus Corporate Edition.
- Expertise with network monitoring and analysis tools.
- Develop and manage the implementation of suitable backup systems to protect and secure the Agency's data.
- Maintains clear communication with departments to keep abreast of developments in work-related areas.
- Responsibility to handle all conveyancing activities specific to individual projects when assigned.
- Assist in the preparation of applications for the modification of restrictive covenants.

The ideal candidate should have:

Minimum Required Qualification and Experience:

- B.Sc. in ICT, Information Technology, Computer Science, or Management Information Systems
- Professional Certification: CompTIA Security+, Certified Information Privacy Technologist (CIPT) or equivalent.
- Two (2) years' experience working in a similar working environment
- Experience in Regulatory Compliance and Risk Management
- Proven experience in the IT Industry in Business Applications
- Proven experience in IT leadership, IT Architecture development, organisational enhancement, technology enhancement, and vendor management.

Required Knowledge, Skills, and Competencies:

Core:

- Good oral and written communication skills.
- Good problem-solving, analytical skills and decision-making.
- Good customer and quality focus skills.
- Result-oriented, collaborative and teamwork.
- High level of integrity and confidentiality.
- Managing the Client Interface
- Excellent Emotional Intelligence

Technical:

- Strong knowledge and understanding of the multi-disciplinary nature of ICT solutions.
- Strong knowledge of information systems, environment, legislations, policies, procedures, and standards.
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable.
- Experience in hardware and power system design, configuration, and maintenance.
- Good knowledge of security and control features of operating systems, databases, and network devices.
- Good knowledge of Strategic Management.

Special Conditions Associated with the Job:

- Work will be conducted in an office equipped with standard office equipment and specialised equipment.
- software. The environment is fast-paced with ongoing interactions with critical stakeholders and meeting tight deadlines, which will result in high degrees of pressure, on occasion.
- May be required to travel locally to attend conferences, seminars, and meetings.
- Holder of a valid General Driver's License and a Motor Vehicle in good condition
- Maybe required to work on weekends or,
- May be required to work beyond normal working hours when the need arises.

Applications and curriculum vitae should be sent to hrmanager@hajl.gov.jm no later than **Friday, June 20, 2025**, addressed to:

Senior Manager, HRM & A
Housing Agency of Jamaica Limited
13 Caledonia Avenue
Kingston 5,

HAJL thanks all applicants for their interest; nevertheless, only those shortlisted for an interview will be contacted.