

POSITION VACANT

Applications are invited for the post of Technical Support Officer I Information and Technology Division

Reporting to the Technical Support Specialist, the Technical Support Officer I is responsible for performing general technical support functions, including physical installation, assembly, configuration, maintenance and troubleshooting of the personal computers, tablet computers and network infrastructure. The incumbent will form part of the Technical Support Team and will assist the Technical Support Officer II and III.

Qualifications & Experience Required

- Diploma in Information Technology from an accredited tertiary institution
- Minimum two – three year's work experience in a computer technology related field
- Knowledge of various programmes and applications (e.g. Microsoft, Cisco technologies) would be an advantage.

Required Competencies

STATIN – CORE COMPETENCIES	FUNCTIONAL COMPETENCIES [Job]
<ul style="list-style-type: none">• Good oral communication skills• Good written communication skills• Good organizational and Environmental Awareness• Good interpersonal skills• Good teamwork and cooperation skills• Demonstrated high level of integrity• Demonstrated customer and quality focus	<ul style="list-style-type: none">• Knowledge of current technology related to Computer Hardware Architecture.• Knowledge of Microsoft Windows and Google Android based systems.• Knowledge of varying Microsoft Operating systems and related applications including Windows 10 and Microsoft Office.• Knowledge of networking concepts and technologies• Sound analytical and problem solving skills.• Good record keeping• Ability to explain technical concepts and procedures to non-technical users.• Knowledge of the products and services of STATIN• Effective listening and multi-tasking capabilities

Summary of Duties

- Provides routine and preventive maintenance of personal computers, laptops, tablet computers and peripherals within the institute including checking and cleaning of computers and peripherals.
- Installs, assembles and configures a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors modems, personal computers, laptops, tablet computers and data communications equipment.
- Installs operating systems, applications, antivirus and updates in keeping with regulations, copy right and international laws.
- Adjusts, repairs, and replaces malfunctioning equipment in compliance with manufacturer's guidelines.
- Performs complete computer assemble, parts replacement and full upgrade on systems.
- Determines source and nature of computer malfunction using diagnostic and application software.
- Ensures computers, peripherals and multimedia devices are operating at optimal levels.
- Moves and assembles computers, peripherals and multimedia devices within the Institute.
- Performs complete computer assemble, parts replacement and full upgrades on systems.
- Provides direct ongoing hardware & software support at the Help Desk to the staff of the Institute on general computing issues including upgrades and troubleshooting issues.
- Updates database of inventory of computer hardware serial number, location and specifications.
- Conducts network troubleshooting and installing/configuring network related hardware as directed.
- Maintains the Voice-Over-Internet-Phones by installing phones to new and existing members of staff as directed.
- Sets up multimedia devices in accordance with manufacturer's guidelines for events as directed.
- Assists in identifying and recommending computer hardware, software and peripherals for purchase.
- Maintains up-to-date knowledge of repair practices, policies, and technical specifications of microcomputer hardware.

Applications should be submitted by Monday, January 25, 2021 to:

**The Human Resource Manager
Corporate Services Division
7 Cecelio Avenue
Kingston 10.**

Or h-r@statinja.gov.jm

N.B. Only short-listed candidates will be contacted.



Statistical Institute of Jamaica