



*Houses of Parliament*

*Jamaica*

*Gordon House, 81 Duke Street, Kingston, Jamaica*

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## **TECHNICAL SUPPORT OFFICER**

Applications are invited from suitably qualified persons for the post of **Technical Support Officer (MIS/IT 3) (vacant)** at the **Houses of Parliament**. The salary range is \$1,147,933-\$1,364,532 per annum.

### **JOB PURPOSE**

Under the direct supervision of the Systems Administrator, the incumbent will assist with effective maintenance of the Information and Communication Technology infrastructure of the Parliament.

### **KEY RESPONSIBILITY AREAS**

#### **Technical/Professional Responsibilities**

- Assists in the maintenance of the Houses of Parliament's website and intranet;
- Assists with the maintenance of the network;
- Maintains, installs, configures, troubleshoots and monitors computers and other peripheral devices;
- Maintains and monitors document information systems, processes and procedures;
- Scans documents such as Bills, Acts, Resolutions, Order Papers and Ministry Papers for the Parliament's website;
- Recommends and implements systems and procedures to secure the website from hackers and viruses;
- Provides technical support to members of staff and Parliamentarians;
- Assists with the maintenance of the Inventory database;

#### **Administrative Responsibilities**

- Records meetings of the House of Representatives, Senate and Parliamentary Committees;
- Compiles electronic Hansard verbatim notes and distribute to the Editing Unit;
- Prepares Individual work plans;
- Provides Stenotype Writers with recordings of Parliamentary Committees and sittings of the House and Senate.

**Other Responsibilities**

Performs other related functions assigned from time to time.

**REQUIRED COMPETENCIES**

- Good oral and written communication skills
- Knowledge of computer repairs and software installation
- Knowledge of web design, photo shop, Microsoft enterprise
- Knowledge of Microsoft Office Suite
- Ability to multitask and work on own initiative
- Competency in managing, maintaining, installing and configuring basic network infrastructure

**QUALIFICATION AND EXPERIENCE**

- Diploma in Computer Science, Information Technology or equivalent from an accredited tertiary institution;
- At least two (2) years working experience

Applications accompanied by résumés should be submitted **no later than Friday, January 28, 2022 to:**

Clerk to the Houses  
Houses of Parliament  
Gordon House  
81 Duke Street  
Kingston  
Email: [clerk@japarliament.gov.jm](mailto:clerk@japarliament.gov.jm)

**Please note that only short listed applicants will be contacted.**