



## Office of the Services Commissions

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### **CIRCULAR No. 377** **OSC Ref. C. 6222<sup>9</sup>**

5<sup>th</sup> September, 2022

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Postal Corporation of Jamaica**:

**Hardware Technician (MIS/IT 3)**, salary range \$1,147,933 - \$1,364,532 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Reporting to the Infrastructure and Information Systems Specialist, the incumbent performs a variety of tasks including; installation and maintaining of Information Communication Technology equipment with local area network and wide area network connections; provides installation and support of equipment connected to centralized host systems.

#### **Key Responsibilities**

##### ***Management/Administration:***

- Collaborates with supervisor in the development of Unit and Individual Work Plan;
- Contributes to the development of the Branch's Budget and Operational Plan;
- Provides technical advice on the ICT activities of the Corporation/Department to supervisor;
- Represents the Department at meetings, fora and conferences.

##### ***Technical/Professional:***

- Installs, assembles, configures and maintains a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors, modems, personal computers and data communications equipment;
- Determines source and nature of computer malfunction using diagnostic and application software;
- Adjusts, repairs, and replaces malfunctioning equipment;
- Performs additional functions incidental to computer support activities;
- Maintains an up-to-date knowledge of repair practices, policies and technical specifications of microcomputer hardware;
- Interacts with Division/Unit Heads in the development of new applications and in the efficient provision of services;
- Consults and collaborates with supervisor on systems and application issues; makes recommendations and helps employ solutions for streamlining operations of the Corporation/Department;
- Provides direct ongoing hardware and software support to Corporations'/Departments' staff on general computing issues including upgrades and troubleshooting issues;
- Performs post-resolution follow-ups to Help Desk requests;
- Assists in performance of computer networking troubleshoot and help control operations in the computer learning lab;
- Assists members of staff with computer related problems;
- Assists with analyzing and defining data requirement and specification;
- Prepares periodic reports on daily activities;
- Ensures that users are aware of standard network practices and computer etiquette.

#### **Required Knowledge, Skills and Competencies**

- Good oral and written communication skills
- Good problem-solving and decision-making skills
- Good use of technology and technological skills
- Knowledge in networking, computer repair and troubleshooting
- Hands-on hardware troubleshooting
- Knowledge in operating tools, components and peripheral accessories.
- Knowledge in reading and understanding technical manuals, procedural documentation, and

original equipment manufacturer guides

- Knowledge in conducting research into PC issues and products as required

**Minimum Required Qualification and Experience**

- Bachelor of Science Degree in Computer Studies, Information Technology or equivalent from an accredited tertiary institution;
  - Two (2) years' experience in application development.
- or**
- Diploma in Computer Studies or equivalent from an accredited tertiary institution plus three (3) years' experience in related area.
- or**
- Professional Certificate in Computer Science from Microsoft, CISCO, CCNA certified or equivalent certification plus five (5) years' experience in a related field.

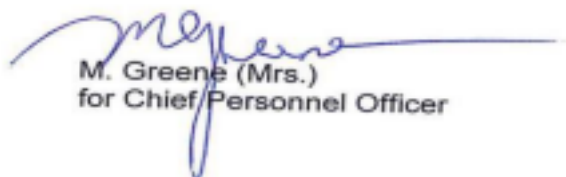
Applications accompanied by résumés should be submitted **no later than Friday, 16<sup>th</sup> September, 2022 to:**

**Director, Human Resource Management and Development  
Post and Telecommunications Department  
6-10 South Camp Road  
Kingston, CSO**

Email: [hrunit@jamaicapost.gov.jm](mailto:hrunit@jamaicapost.gov.jm)

Please note that only shortlisted applicants will be contacted.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**



M. Greene (Mrs.)  
for Chief Personnel Officer

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