

INTEGRITY COMMISSION

CAREER OPPORTUNITY

User Support Officer

The Integrity Commission invites eligible candidates to submit applications for the position of **User Support Officer**. The User-Support Officer is accountable to the Principal Officer, Information Technology & Business Processes for the effective and efficient management, analysis and interpretation of all system queries and other data related issues, in order that the Entity achieves its Mission and Vision in a sustainable manner.

The Incumbent's Operational RESPONSIBILITIES will include, *inter alia*, to:

Execution

1. First tier support of IT system users in the organization
2. Escalate requests and incidents to appropriate IT personnel if solution scope is outside knowledge or authorization level
3. Assist users in resolving general IT queries
4. Monitor IT help desk and ensure a timely response to requests
5. Perform initial troubleshooting of user hardware and software incidents
6. Assist the IT Division personnel in trouble shooting and other activities
7. Basic user software and hardware installation
8. Installation of components and troubleshooting of incidents in a client server environment
9. PC repairs and upgrade
10. Assist users with software usage including Microsoft Office, in house developed software, etc.
11. Maintain complete documentation of assistance rendered and tasks undertaken
12. Consulting with staff, managers, and executives about IT security best practices and providing technical advice
13. Build an internal knowledge base with technical documentation and manuals
14. Recommend upgrading of IT infrastructure to ensure the Commission gets maximum value and performance.
15. Generation of reports from IT Systems.
16. Perform such other related tasks, functions or duties as may, from-time-to-time, be assigned by the Director.

Planning

1. Contribute to the Strategic Planning process for the Technology and Business Process Department; resulting in the annual Strategic Plan, Corporate Plan and Budget aligned.
2. Annually update, in conjunction with the Principal Officer, Information Technology & Business Process, own Job Accountability and Performance Targets; ensuring alignment to the Entity's Strategic Plan.
3. Develop, in conjunction with the Principal Officer, Information Technology & Business Process own Individual Development Plan (IDP) following the Performance Review as per the Performance Management System.

Qualifications:

- Associate Degree in Computer Science, Management Information Systems, Business Administration, or other related field.

Other Desirable Qualifications & Experience that would be an asset:

- Certification in network architecture –Cisco Certified Network Associate (CCNA) , Network+, etc
- IT Security and Cybersecurity Certification – Certified Ethical Hacker (CEH), Fortinet Network Security Expert (NSE), Security+, etc
- Certification in IT architecture – A+, Server+, Linux+, etc

Experience:

- Minimum of two (2) years' experience in a similar position, preferably in a Public Sector Organisation.

Skills & Competencies

- Systems design, research, analytical and problem-solving skills.
- Knowledge of state-of-the-art management information systems and programmes.
- Experience developing and managing strategic plans and budgets.
- Excellent time management and communication skills.
- Excellent interpersonal and team building skills.
- A high level of personal skills to make formal, persuasive presentations to groups and to deal effectively with people from all segments of the community.
- Shares the Commission's values, mission and vision.
- Consistently displays integrity, model behavior, develops people and builds teams.
- Ability to inspire confidence of others, command respect of others and to respect the dignity of others.

Specific Knowledge

Knowledge of the Integrity Commission Act and any other such Acts or Legislation governing the operation of the Integrity Commission would be an asset.

Working Conditions

- Typical office environment
- Occasionally Irregular and unscheduled hours.

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Basic Salary: \$1,138,353 - \$1,353,144.00 per annum

GENERAL

Appointments will normally be on the basis of a Three-year Contract in the first instance, which is renewable based upon performance. A Gratuity of 25% of Basic Salary is payable upon the satisfactory completion of the contract period.

Statutory Declarations of Assets

Please be advised, that *where applicable*, only persons who have submitted Statutory Declarations of Assets, Liabilities and Income, as required, to the Integrity Commission and the former Commission for the Prevention of Corruption, can be considered for employment to the Integrity Commission.

Applications, along with Curriculum Vitae, must be submitted no later than.

Friday, June 25, 2021 at 4:00 p.m. by hand or electronically, by 11:59 p.m. to:

The Human Resource Manager
Integrity Commission
PIOJ Building, 1st Floor
16 Oxford Road
Kingston 5

Or email: vacantpositions@integrity.gov.jm

All applications will be treated with the strictest confidence. We regret that only Applicants who are shortlisted will be contacted.

Please be advised that the successful candidate will be subjected to background checks.