<p align="center">**INTEGRITY COMMISSION**</p>

<p align="center">**CAREER OPPORTUNITY**</p>

<p align="center">**User Support Officer**</p>

Job Summary

The incumbent is accountable to the Manager, Systems and Network Administration for the rendering of effective and efficient assistance to users of the organization's IT infrastructure. This is accomplished via:

- Assistance provided by phone, email, virtual meeting, remote desktop or in person;
- Timely monitoring of the Division's Help Desk software
- Prioritizing requests and responding based on criticality to business function

The support provided will facilitate the mandate of the Integrity Commission's Act and will ensure the Entity achieves its Mission and Vision in a sustainable manner.

Major Responsibilities

1. Provides first tier support of IT users in the organization.
2. Escalates requests and incidents to appropriate IT personnel if solution scope is outside knowledge or authorization level.
3. Assists user general IT queries.
4. Monitors IT help desk and ensure a timely response to requests.
5. Performs initial troubleshooting of user hardware and software incidents.
6. Assists the IT Division personnel in trouble shooting and other activities.
7. Performs basic user software and hardware installation.
8. Ensures PC repairs and upgrades.
9. Assists users with software usage including Microsoft Office, in house developed software, etc.
10. Maintains complete documentation of assistance rendered and tasks undertaken.
11. Consults with staff, managers, and executives about the IT security best practices and providing technical advice.
12. Builds an internal knowledge base with technical documentation and manuals.
13. Recommends upgrading of IT infrastructure to ensure the Commission gets maximum value and performance.
14. Generation of reports from IT Systems and based on job functions when required.

Minimum Required Qualifications and Experience

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

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

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

Desired Skills & Competencies

- Shares the Commission's values, mission and vision.

- Stakeholder engagement skills.

- Excellent Customer Service skills.

- Excellent network security, protection, and troubleshooting skills

- Knowledge of incidents in client/server environments

- Knowledge of incidents in a virtualized environments

- Familiarity with Windows Operating System

- Ability to prioritize requests/incidents to ensure the most vital are dealt with first

- Reasoning Power - ability to timely assess situations.

- Ability to communicate with persons of varied Information Technology competencies in both written and oral formats and to deal effectively

- Anticipates and solves problems and takes advantage of opportunities.

- Ability to inspire confidence of others, command respect of others and to respect the dignity of others.

- Proficiency in the use of Microsoft Office Suites.

- High level of confidentiality, honesty and integrity.

- Works on own initiative, trustworthy and result oriented.

- Effectively plan and manage time.

Specific Knowledge

- Windows Operating System Domain
- Microsoft Office

Working Conditions

- Typical office environment.

- Willingness to work beyond normal working hours as the situation may demand.

EMOLUMENTS PACKAGE

Basic Salary: $1,243,081.00 - $1,477,633.00 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, November 25, 2022, at **3:30 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.