



CAREER OPPORTUNITY

The National Works Agency, an Executive Agency of the Government of Jamaica is seeking suitably qualified individuals for the under-mentioned position.

TEMPORARY CLIENT SUPPORT TECHNICIAN (Level 4) - 1 Year

Salary - \$2,803,771.00

Minimum Requirement

QUALIFICATION AND EXPERIENCE

- BSc. in Computer Sciences, or related field, desirable
- Associate degree or Diploma in Information Technology/Computer Studies
- Progressive PC system troubleshooting experience.
- 2 years' experience in an IT environment experience in working with devices such as routers, switches, PC network interface cards, storage devices, printers, scanners, and other commonly used computer peripherals.

PRINCIPAL DUTIES/RESPONSIBILITIES/SKILLS

- Microsoft PC related certifications / training or other PC related certifications / trainings; A+, Network +, or other network certifications / trainings
- Progressive PC Help Desk experience
- Strong problem-solving capabilities
- Resolves first and second tier IT service issues and routes complex service requests to the Senior Technical Support Specialist
- Applies general knowledge of hardware, custom and third - party software applications, networks, telephony systems, to analyze and prioritize issues.
- Works with Helpdesk Coordinator in logging all calls in the Help Desk database.
- Escalates urgent problems for resolution to Supervisor or Management and documents resolution to reported problems.
- Utilizes knowledge bases and documentation to debug issues.
- Works with predefined procedures (escalation paths, service level agreement guidelines, definition of issue type, priority and impact) for the Help Desk
- Works with end users to set expectations on time to resolve more complex issues and follows up with end users on status of issues.

**Submitted application in writing no later than
Tuesday, June 7, 2024 to:**

**Human Resources Manager
National Works Agency,
140 Maxfield Avenue, Kingston 10 or
email: recruitment@nwa.gov.jm**

**The Agency thanks all applicants in advance.
Only individuals short-listed will be contacted.**

"Developing Safe, Reliable & Quality Roads"