



## THE ELECTORAL COMMISSION OF JAMAICA

Invites applications from suitably qualified persons for the post of

### TECHNICAL SUPPORT MANAGER (MIS/IT 6)

#### **Job Purpose**

To plan, organize and execute activities to ensure the stable operation and security of the organization's ICT infrastructure. This includes developing, maintaining, supporting, and optimizing key technical areas particularly the firewalls, storage and network infrastructure, server infrastructure, data communications and desktop computing platforms.

#### **Core Functions**

- Manages all technical support functions including preventive and corrective maintenance of Storage Systems, Servers, Firewalls, Network and Communication Infrastructure and peripheral devices.
- Evaluates the organization's technology use, needs and recommends improvements to keep abreast with technological trends
- Monitors IT systems and services for availability and security, develops and maintains policies and procedures for business continuity and disaster recovery
- Participates actively in the definition and management of the ICT aspects of general and project related activities
- Prepares periodic performance and project status reports for submission to the Assistant Director, Information Systems

#### **Required Knowledge, Skills and Abilities**

- Working knowledge of storage area networks, firewalls and cybersecurity practices
- Knowledge of current protocols and standards, including ITIL, ISO 27000, Project Management
- Good understanding of the organization's goals and objectives
- Ability to conduct research of issues and products as required
- Ability to prioritize and execute tasks in a high-pressure environment
- Proven analytical and problem-solving abilities
- Strong customer service orientation
- Experience working in a team-oriented, collaborative environment

#### **Required Qualification and Experience**

- Bachelor of Science Degree in Computer Science or Electronic Engineering or equivalent
- Five (5) years' experience in Network Administration and Information System Security
- Project Management experience
- CCNA or MCSE certification would be an asset
- Good oral and written communication skills

**Applicants must own or operate a reliable motor vehicle.**

**Applications should be submitted by Friday February 11, 2022 to:**

**The Director, Human Resource Management**

**P.O. Box 671, G.P.O.**

**Kingston**

**Email: [hr@ej.com.jm](mailto:hr@ej.com.jm)**

**Salary is within the approved government scale.**

***We thank all applicants for their interest but only shortlisted candidates will be contacted.***