

JOB OPPORTUNITIES

1. System Support Officer (MIS/IT4)

Job Purpose

Under the general direction of the Information Systems Manager, the System Support Officer will implement and maintain the library management system provided to the libraries in the Jamaica Libraries and Information Network and other software.

Key Responsibility Areas

1. Designs/reviews and program software applications in response to the Library's needs;
2. Configures and maintain databases and catalogues to provide access to the Library's collections.
3. Migrates data into the library management software, including the conversion of nonstandard data to standards such as MARC 21.
4. Implements the library management system provided to Jamaica Libraries and Information Network (JAMLIN).
5. Provides technical support as well as plans and delivers software training.
6. Documents issues/problems and resolutions related to the maintaining of software for future reference.
7. Assists with installation, configuration, upgrade, maintenance and support of software solutions.
8. Contributes to the development of software policies and procedures.
9. Keeps abreast of development, trends and issues in areas of responsibility.
10. Prepares monthly progress reports.

Qualification, Experience and Skills/Competencies

- i. Bachelors Degree in Information Technology or related field
- ii. Three (3) years related working experience
- iii. Experience in system analysis and design
- iv. Knowledge and experience of automated library management systems or automated systems and their application
- v. Proven ability to develop and deliver training in the use of technology
- vi. Excellent analytical & problem solving skills
- vii. Strong customer service orientation
- viii. Excellent oral and written communication skills
- ix. Ability to work independently and collaborate effectively as a part of a team
- x. Possess strong organizational skills and attention to detail

Salary scale \$1,406,073 - \$1,671,378 p.a.

Commuted motor vehicle allowance \$471,972 (with a reliable motor vehicle)

2. Systems Administrator (MIS/IT4)

Job Purpose

Under the general direction of the Information Systems Manager, the Systems Administrator is responsible for the implementation and maintenance of information systems in support of the Library's operations and services. The incumbent is also responsible for the development of products for visually impaired persons.

Key Responsibility Areas

1. Installs and configures servers and network devices.
2. Regularly monitor the health, security and logs of hardware/software to ensure availability and taking proactive/preventative measures.
3. Installs, configures, upgrades, maintains and supports software solutions.
4. Develops technical specifications for the procurement and repair of IT equipment.
5. Conducts analysis of hardware/software issues and recommends solutions.
6. Debugs or upgrade software ensuring compliance with licenses, design and programs.
7. Performs selective quality assurance checks on data residing in information systems; carries out maintenance and design procedures for preserving data integrity.
8. Performs data re-organization, backups and monitors database security.
9. Responds to and address users' issues escalated from the helpdesk; troubleshoots user and system problems and effects the necessary the necessary corrective actions, liaises with external service providers where necessary to ensure timely resolution of issues.
10. Delivers training programs for users on the use of new operating systems, applications and databases.
11. Creates Digital Talking Books for visually impaired persons.
12. Keeps abreast of development, trends and issues in areas of responsibility.
13. Prepares monthly progress reports.

Qualification & Experience, Skills/Competencies

- i. Bachelors Degree in Information Technology or related field
- ii. Experience with configuring and maintaining local area network (LAN) and other network devices.
- iii. Experience with Installation and maintenance of Servers and IT related equipment
- iv. Experience with system administration in Windows and LINUX environment
- v. Excellent analytical & problem solving skills
- vi. Strong customer service orientation
- vii. Excellent oral and written communication skills
- viii. Ability to work independently and collaborate effectively as a part of a team
- ix. Possess strong organizational skills and attention to detail
- x. Three (3) years related working experience

Salary scale \$1,406,073 - \$1,671,378 p.a.

Applications accompanied by detailed resume should be sent by **Friday August 18, 2017** to:
Director HRM & Administration
National Library of Jamaica
12 East Street, Kingston.
Email: nljhrm@cwjamaica.com

For further details please see the National Library of Jamaica's website www.nlj.gov.jm

We appreciate all responses, however only shortlisted candidates will be contacted