



NATIONAL IRRIGATION COMMISSION LIMITED

CURRENTLY HIRING:

INFORMATION SYSTEMS COORDINATOR

Job Summary

Under the Direction of the Manager, Information Systems, the Information Systems Coordinator is responsible for managing all IT infrastructure (server, storage, backup) to ensure an operational and optimized Information System to support the strategic objectives of NIC.

Key Areas of Responsibilities Include:

- Maintains all end user and communication equipment and provides support for staff;
- Maintains confidentiality and security with regards to access to all information being processed or stored on the network;
- Maintains and monitors disaster recovery policy and procedures;
- Performs data integrity on servers and monitors server utilization;
- Monitors systematic backup of systems;
- Monitors network infrastructure and performs troubleshooting;
- Confirms that network security protocols are in place and reviews proposed solutions to ensure connectivity and compatibility between systems;
- Designs, configures and deploys infrastructure to support NIC's objectives;
- Assists with the installation and maintenance of Network Management System (NMS) and/or monitoring tools;
- Verifies that utility software and patches are up to date (endpoint protection, drivers, other utilities);
- Manages user accounts and other system credentials;
- Administers access to file and folder sharing for users and groups;
- Verifies that all workstations have the appropriate software installed for use specific functions and assists staff in the efficient use of software;
- Effects preventative maintenance for systems while anticipating potential issues and solutions;
- Maintains, where appropriate, records of the processing status of jobs to evaluate any delays and take corrective actions;
- Tests new applications to ensure smooth roll-out (training, deployment, planning);
- Manages the Helpdesk to track and respond to all Information Systems (IS) issues reported;
- Maintains Service Level Agreement (SLA) to evaluate any delays and take corrective actions;
- Monitors and maintains inventory of hardware and software and conducts needs assessment when necessary;
- Examines documentation sent to the Information Systems Department for completeness and

- conformity with required standards;
- Assists with drafting documents on the technological feasibility of proposals;
- Contributes to the development of the annual budget and monitors expenditures within approved budgetary provisions;
- Develops IT Standard Operating Procedures for enterprise server/storage implementation and maintenance
- Prepares and submits timely risk analysis and other reports with recommended action plans for avoidance or prevention of possible threats at all levels;
- Maintains records of equipment malfunction and time lost;
- Keeps abreast of the latest technologies and developments in Information Systems;

Minimum Requirements:

- Bachelor's Degree in Computer Studies, Information Systems Management/Administration or a related field of study;
- Three (3) years' working experience in a systems administration role;
- Sound technical competencies to provide solutions to software and hardware issues;
- Capability to train users in information systems technology;
- Excellent human relations skills;
- Strong analytical and critical thinking skills.

Application Requirements:

We are seeking to recruit a qualified, competent and experienced individual with a strategic focus to fill the position outlined above. We invite your applications by way of a cover letter and detailed Resume no later than **May 13, 2026** to.

The Manager - Human Resources & Industrial Relations

P.O. Box 631

Kingston 6

Or email: hr@nicjamaica.com

We will assess each application, however, only shortlisted candidates will be contacted.