



Ministry of National Security

CAREER OPPORTUNITY

The Ministry of National Security invites applications from suitably qualified candidates to fill the post of:

SYSTEM SUPPORT SPECIALIST (GMG/SEG 3) – CONTRACT JAMAICA EYE

SALARY SCALE: \$2,551,250.00 – \$3,032,634.00

**TRAVELLING ALLOWANCE: \$894,924.00 PER ANNUM WITH MOTOR VEHICLE;
\$362,472.00 PER ANNUM WITHOUT MOTOR VEHICLE:**

JOB PURPOSE:

The System Support Specialist is responsible for the tier-1 maintenance of the CCTV surveillance system (hardware and software) for the National Surveillance (JamaicaEye) Programme, as well as to provide advice on critical issues/gaps identified. This will provide the Ministry of National Security (MNS) with the technical support and advise necessary for the upkeep of the CCTV systems to assist in improving safety and security in Jamaica.

The duties and responsibilities include but are not limited to the following:

KEY RESPONSIBILITIES:

To provide high level technical advice on matters pertaining to the maintenance of the equipment associated with the National Surveillance System (JamaicaEye).

- Develops Preventive Maintenance Master Plan for CCTV systems
- Responsible for liaison with CCTV monitoring centres island-wide to ensure that all cameras are working properly, and external communication with relevant agencies on CCTV matters.
- Ensures that CCTV control room is managed and that technical equipment there and elsewhere is properly maintained; and that supplies and services are procured, and repairs and maintenance are carried out.
- Responsible for checking the status of the cameras daily, to ensure that all cameras are:
 - free from dust and dirt;
 - working properly;
 - recording; and
 - connected to the system and identified on the application used.
- Responsible for checking the status of network infrastructure, to ensure that all:
 - network servers, switches, and firewalls are in working condition;
 - fiber optic cables and other network connections are in working condition and report when and where breaks are detected;
 - server racks, UPS, video walls and CCTV monitoring stations are in working order; and
 - internal CCTV cameras and biometric access systems are in working order.
- Solves any problems that surface during monitoring of CCTV equipment and sending the necessary vendor(s), supervisor(s) or technicians to check and repair, if necessary.
- Implements any required modification (add/remove/disable equipment).
- Stores safely all manuals and technical data sheet for assets related to CCTV systems.
- Reports the results of preventative maintenance and corrective maintenance processes to the Project Manager, escalating to the Project Manager any unsolved problems related to CCTV systems.
- Monitors and troubleshoots Video management software and other software applications deployed for CCTV surveillance support.
- Performs routine CCTV maintenance services according to the Preventive Maintenance Master Plan.
- Trains CCTV operators on its functions and provide manuals and procedures when needed.
- Pro-actively monitors the performance, quality, and reliability of the services.
- Install all client desktops and ensure CCTV program is running well.

- Ensure there is appropriate 24/7 emergency response to CCTV failures.
- Coordinate cleaning of CCTV cameras and other equipment.
- Assigns and supervises the necessary external vendors\technicians to implement corrective maintenance actions where relevant.
- Follow up the corrective maintenance process until the problems are solved.
- Record any remarks during the corrective maintenance process and ensure that all assigned tasks in the CMWO (Corrective Maintenance Work Order) are done properly.
- Test the asset(s)/component(s) after finishing the corrective maintenance work to ensure it is working properly.

To provide technical expertise at stakeholder engagements and manage the integration of public facing private CCTV camera feeds into the National Surveillance System (JamaicaEye).

- Provide technical specifications and guidance to private partners desirous of connecting their CCTV systems to the National Surveillance System.
- Troubleshoot private partner connections and advise Project Manager of any issues requiring resolution.
- Attend stakeholder engagements and consultations to provide technical information as required.
- Liaise with Internet Service Providers where technical issues preventing private connections are within their purview.

To provide technical assessments and scoping to support CCTV network expansion.

- Conduct site visits at proposed network expansion locations.
- Provide technical expertise to inform development of network expansion estimates and estimated bill of materials.
- Provide technical input to the creation of network design drawings and technical specifications for system expansion.

MINIMUM QUALIFICATION AND EXPERIENCE:

- Minimum of a BSc. in Computer Networking, Information Technology, Telecommunications Engineering or related field of study
- CCTV certification is desirable
- Must possess at least five (5) years' experience in networking, information technology or related field
- Experience installing and maintaining CCTV hardware and software systems to include video cameras, audio surveillance equipment and video walls
- Demonstrable practical experience with implementation of CCTV systems
- Demonstrate experience in the design and application of IT/security solutions/techniques in a commercial and/or law enforcement environment.
- Experience in design and implementation of large scale integrated security systems and complex projects

SPECIFIC KNOWLEDGE & SKILLS:

- Expert in testing, troubleshooting and inspection of CCTV, security systems and computing infrastructure (UPS, server racks, etc.).
- Advanced knowledge of CCTV system installation and configuration
- Knowledge of video management software
- Broad knowledge of the following technologies: CCTV, IP video, Intelligent Video, video storage & archiving, command/control display technologies and general security system principles and practices.
- Working knowledge of technical infrastructure and networking technologies, to include UPS, switches, firewalls, fibre optics, WAN, LAN and video transmission on IP networks.
- Familiarity with a wide range of tasks and technologies related to computing systems, to include cable management, hardware and software maintenance, and software configuration.
- Working knowledge of System administration tasks (user administration, back-ups, etc.).
- Working knowledge of Microsoft Office and Outlook
- Ability to multitask and work in a fast paced environment with competing priorities
- Excellent problem-solving skills
- Effective communication and interpersonal skills with ability to communicate effectively at any level
- Ability to troubleshoot and identify critical issues quickly and accurately
- Ability to assess and evaluate situations quickly and effectively
- Good verbal and written communication skills
- Willingness and ability to work flexibly and diligently

- Ability to quickly build and maintain productive relationships with high-level Government officials and other key stakeholders, including those in the donor community and private sector.
- High level of self-motivation and an ability to work with a high level of initiative and limited supervision, in high pressure situations.
- Planning and organizing

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- May be required for on-call duties.
- Required to travel to the various monitoring centres island wide.
- May be exposed to long working hours.

ADDITIONAL REQUIREMENTS

- Valid general driver's licence with no less than five (5) years' driving experience.
- Reliable motor vehicle
- Submission of a police record (no criminal record) and subject to additional character screening.

Interested persons should forward their applications and résumés **NO LATER THAN Friday, January 21, 2022** to the: -

Director, Human Resource Management & Administration
Human Resource and Management and Administration
Ministry of National Security
4th Floor NCB North Tower
2 Oxford Road
Kingston 5
Email: jobopp@mns.gov.jm

Subject: System Support Specialist – Contract

We thank all applicants for their interest in this career opportunity. However, please note, only short-listed candidates will be contacted.