



**RCIPS**

**Applications are invited for the civilian post of:-**  
**Junior Support Administrator**  
**Salary range: CI \$34,164 - CI\$ 38,640 per annum**

The Junior Support Administrator will be responsible for assisting the Network Administrator with the procurement and maintenance of computers, network equipment and software for all RCIPS users in 15 locations totaling approximately 425 staff.

**Principal responsibilities will include but will not be limited to the following:**

- i. Provide prompt and effective technical support services in data communications, hardware, software, cabling and telecommunications in response to all requests from all RCIPS users inclusive of Cayman Brac and Little Cayman.
- ii. Respond to queries from network users, troubleshooting, diagnosing and repairing hardware and/or software problems, evaluate costing and repair sourcing equipment as required.
- iii. Perform preventative maintenance procedures to isolate and diagnose common system problems, maintaining the integrity of the network/systems security and optimisation of the network (LAN/WAN);
- iv. Under direct supervision of the Network Administrator, assist with the coordination and deployment of computer equipment including personal computers, terminals, printers, cabling and other communications equipment (radio & telephones).

**Qualifications, Skills & Experience:**

- i. Must possess a High School Diploma and minimum of three (3) years IT and Systems Administration experience or
- ii. An Associate Degree in Information Systems or Computer Science or similar IT qualification and a minimum of one (1) year IT and Systems Administration experience.
- iii. Must possess experience and demonstrate sound knowledge in concepts, logic planning, practical installation and management of communications equipment and systems including but not limited to Windows 95/NT/2000/XP/7/10, Microsoft Office 2007/2010/2013/2016, TCP/IP, LAT, RAS, Networking, Fibre Optics, Structured Cabling, Personal computer hardware, diagnostics and troubleshooting.

Other **Essential** skills and experience include:-

- i. Strong organizational, analytical, project management, problem-solving skills, interpersonal and communication skills.
- ii. Valid Cayman Islands Driver's License with a minimum of two (2) years accident free experience.
- iii. Awareness of the operations of the Cayman Islands Government, its personnel, processes and systems.

Benefits will be determined in accordance with the Public Service Management Law 2018 and Personnel Regulations 2019, the Public Service Pensions Law (2017 Revision) and the CINICO Health Plan as may be amended from time to time. Pension and Health benefits are fully contributed by the Government.

Preference will be given to suitable Caymanians  
Additional details and application form are available at [www.recruitment.gov.ky](http://www.recruitment.gov.ky) or the  
[www.rcips.ky/other-vacancies](http://www.rcips.ky/other-vacancies)

**Please submit completed Government Application Form and, resume to:**

**Chief Human Resources Manager**  
Royal Cayman Islands Police Service  
P.O. Box 909, CAYMAN ISLANDS KY1-1103.  
**Email: RCIPSRecruitment@rcips.ky**

**Deadline for receipt of applications: 12<sup>th</sup> July 2019**