



The Cayman Islands Health Services Authority, is the principal healthcare service provider in the Cayman Islands, offering the most comprehensive range of inpatient, outpatient, and public health services through a 127-bed hospital and four District Health Centres on Grand Cayman, an 18-bed hospital in Cayman Brac and a satellite outpatient clinic in Little Cayman.

**We invite applications for the following position:**

**ADMINISTRATIVE ASSISTANT**  
**(Information Systems)**

**Salary range: CI\$36,528 - CI\$46,740 per annum**

**To provide administrative assistance to the Information Systems department. This will include but not be limited to assisting the Chief Information Officer, IT Operations Manager, HIM Manager (Medical Records & Coding), Clinical and Financial Analyst Manager and Information Systems Department.**

**Primary Responsibilities:** The successful candidate provides administrative support for the Information Systems Department. This includes maintaining the filing systems for hard and electronic documents. The candidate solicits comparative quotations from various vendors, prepares and follows up all IT requisitions. This includes following up with vendors on purchase orders, quotations, and shipment. Distributes purchase orders to vendors and track deliveries. Review and track the Telecoms billing details to bring attention to Management any issues. Maintains attendance records for vacation, sick leave, and special leave for all IT staff. The candidate also prepares documents for CIO, IT Operation Manager, Clinical & Financial Manager and HIM Coding Manager as may be required.

**Qualifications include:** The successful candidate must have a High School Diploma with at least two (2) years' working experience of which one (1) year should be in an office environment OR a college degree and one (1) year working experience within an office environment. Must possess excellent typing skills. The candidate should possess good interpersonal skills and the ability to communicate effectively at all levels. Must be computer literate and proficient in Microsoft office Suite. Must be flexible, mature, responsible, and possess good telephone etiquette to deal with vendors and staff who contact Information Services Administration for various reasons.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates of these posts.**

**NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, and resume via e-mail to [hsa.jobs@hsa.ky](mailto:hsa.jobs@hsa.ky) using pdf format. Log on to our website at [www.hsa.ky](http://www.hsa.ky) to access Application Form and Job Description.**

**Application Deadline: January 4<sup>th</sup>, 2026**

*Committed to Caring for You*



## Job Description

|                   |                                      |                   |           |
|-------------------|--------------------------------------|-------------------|-----------|
| <b>Job title</b>  | <i>Administrative Assistant (IT)</i> | <b>Job Holder</b> |           |
| <b>Reports to</b> | <i>IS Operations Manager</i>         | <b>Section</b>    | <i>IT</i> |

### Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 124-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic, which is a purpose- built facility.

The HSA's Information Systems section is organized into four main groups: Technical Services, Application Services, Coding, and Statistical Services. The CIO is responsible for all information technology throughout Grand Cayman. A team of 3 managers, 1 Senior SOC Analyst, 10 Technical Staff, 11 Business Analyst, 2 Statisticians, 5 Call Centre Appointments Clerks, 7 Switchboard Operators, and 14 Coding Staff.

### Job purpose

To provide administrative assistance to the Information Systems department. This will include, but not be limited to assisting the Chief Information Officer, IT Operations Manager, HIM Manager (Medical Records & Coding), Clinical and Financial Analyst Manager and Information Systems Department.

### Dimensions

- A. Post holder has no budgetary responsibilities.
- B. Post holder has no supervisory responsibilities.
- C. Post holder will provide telephone customer service for staff and vendors.

### Duties and responsibilities

- Provide administrative support for the Information Systems Department
- Maintain the filing systems for hard and electronic documents.
- Ensure that the office is completely equipped with office equipment.
- Solicit comparative quotations from various vendors.
- Review and track the Telecoms billing details to bring attention to Management any issues.
- Prepare and follow up all IT requisitions.
- Distribute purchase orders to vendors and track deliveries.
- Follow up with vendors on purchase orders, quotations, and shipment.

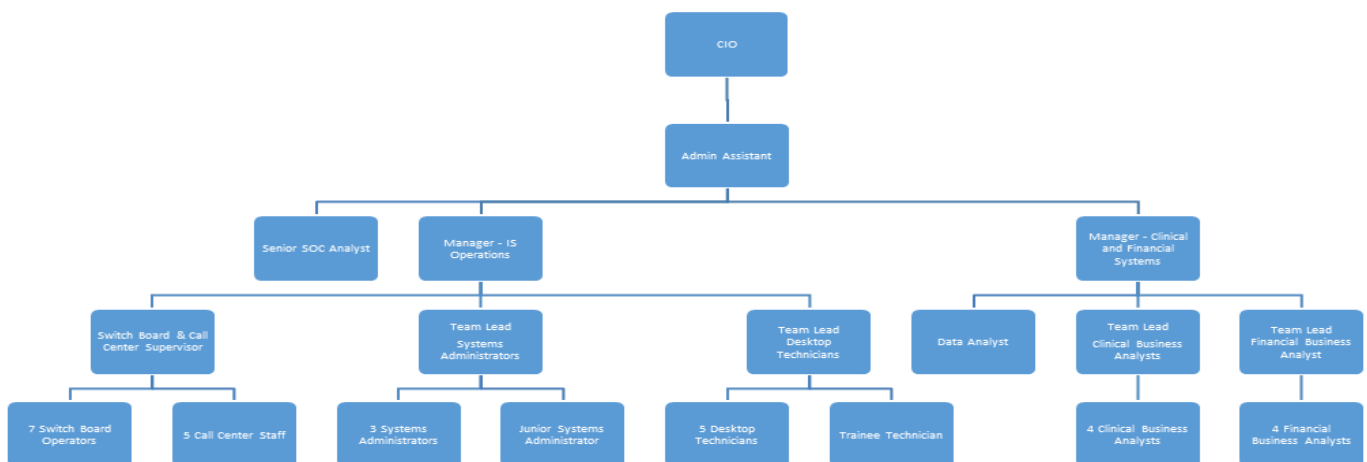
- Maintain attendance records for vacation, sick leave, and special leave for all IT staff.
- Assist with the meeting schedules of the CIO, IT Operations Manager and Clinical and Financial Applications Manager (IT Management Team) with internal and external stakeholders.
- Prepares documents for CIO, IT Operation Manager, Clinical & Financial Manager and HIM Coding Manager as may be required.
- Create, update and modify online forms.
- Assist IT Staff with administrative tasks e.g. Extended Sick, Special Leave
- Assist all HSA staff with all IT queries including Management Team
- Offer IT Triage for Walk-in Support or by Phone.
- Any other duties as assigned from time to time.

## Qualifications, Experience & Skills Requirement

Qualifications include:

- Must have a High School Diploma with at least two (2) years working experience of which one (1) year should be in an office environment or a college degree and one (1) year working experience within an office environment.
- Must possess excellent typing skills.
- Must possess good interpersonal skills and the ability to communicate effectively at all levels.
- Must be computer literate and proficient in Microsoft office Suite.
- Must be flexible, mature, responsible, and possess good telephone etiquette to deal with vendors and staff who contact Information Services Administration for various reasons.

## Reporting Relationship



## **Direct reports**

The post holder does not directly supervise other staff.

## **Other Working Relationships**

Post holder must liaise with:

- Section Managers
- Shift Coordinators
- Senior Managers
- Vendors
- Support staff

The position requires tact and the ability to remain calm and polite even under stressful conditions.

## **Decision Making Authority and Controls**

On a day-to-day basis, the post holder plans his or her own work except for priority assignments given by the Chief Information Officer, IS Operations Manager, HIM Manager (Medical Records & Coding), and Clinical and Financial Applications Manager. The postholder is required to plan to meet the department's administrative needs and recommend changes in processes to improve efficiency.

Post holder makes decisions to assist the Management Team - Chief Information Officer, IS Operations Manager, HIM Manager (Medical Records & Coding), and Clinical and Financial Applications Manager within set guidelines and on routine administration and office management in consultation with the Chief Information Officer.

## **Working conditions**

Normal office working environment. More than 90% of the job will involve the use of the computer. Above normal use of the telephone is expected in an administrative setting.

## **Physical requirements**

Sedentary position with repetitive use of computers.

## **Evaluation Metrics**

- Good Customer Satisfaction Rating
- Number of Completed requests.
- Accuracy of Completed Work
- Quality of Work Delivered

|                           |               |
|---------------------------|---------------|
| <b>Approved by:</b>       | Keith Higgins |
| <b>Date approved:</b>     |               |
| <b>Reviewed:</b>          | 06-Sep-2023   |
| <b>Next Review</b>        |               |
| <b>Employee Signature</b> |               |
| <b>Manager Signature</b>  |               |