



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 136-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:

INFORMATION SYSTEMS TECHNICIAN

Salary range: CI\$52,296 – CI\$59,172 per annum

Job Summary: The Health Services Authority's Information Systems section is organized into three main groups: Technical Services, Application Services and Statistical Services. The successful candidate is part of the Technical Services group, which is responsible for the analysis, design, procurement, implementation, operation and maintenance of all desktops, network, server and related hardware and operating systems running on the HSA's network. The successful candidate will test, deliver, modify, maintain, and support the development, implementation and operation of desktop, network and server hardware and operating systems, to meet identified business needs of the Health Services Authority (HSA). This includes utilizing the necessary resources and skills, within agreed parameters of cost, timescales, and quality. The candidate provides ongoing training to all users on the use of desktop, network, and server resources, and as necessary creates and updates related training and user manuals. The candidate also provides Helpdesk support for desktop, network, and server problems, in coordination with the main HSA Information Systems Helpdesk, and when necessary, contact Computer Services or hardware and operating system vendors to find solutions to user problems and system faults, and to provide documentation on all problems and solutions using service desk software.

Qualifications and Experience: The successful candidate should possess a High School certificate with a minimum of three (3) years related work experience OR a Diploma-level qualification with a minimum of one (1) year related work experience. The successful candidate should have two (2) years' experience in supporting and troubleshooting a Microsoft Windows-based network. A Microsoft Certified Systems Engineer certification would be advantageous. The successful candidate must exhibit good organizational skills and can work under pressure, enjoy problem solving, and can think logically. The successful candidate will have a pleasant personality and enjoy working with people and can provide exceptional customer service both internally and externally to the organization. A flexible work schedule is required with on-call requirements for evenings, weekends and public holidays.

A remuneration and benefits package, commensurate with experience and qualifications will be offered to the successful candidate.

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



SCAN QR CODE TO APPLY
Application Deadline: August 23, 2026

Committed to Caring for You



Job Description

Job title	<i>Information Systems Technician</i>	Job Holder	
Reports to	<i>IT Operations Manager</i>	Section	<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 136-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 3 main groups: Technical Services, Application Services, and Statistical Services. The post-holder is part of the Technical Services group.

Technical Services is responsible for the analysis, design, procurement, implementation, operation and maintenance of all desktops, network, server and related hardware and operating systems running on the HSA’s network. In Technical Services, 4 Information Systems Technicians report to the IT Operations Manager, who in turn reports to the Chief Information Officer.

Job purpose

To test, deliver, modify, maintain, and support the development, implementation and operation of desktop, network and server hardware and operating systems, to meet identified business needs of the Health Services Authority (HSA), utilizing the necessary resources and skills, within agreed parameters of cost, timescales, and quality.

To provide ongoing training to all users on the use of desktop, network, and server resources, and as necessary create and update related training and user manuals.

To provide Helpdesk support for desktop, network, and server problems, in coordination with the main HSA Information Systems Helpdesk, and when necessary, contact Computer Services or hardware and operating system vendors to find solutions to user problems and system faults, and to provide documentation on all problems and solutions.

Dimensions

- There are no staff members reporting to the post-holder.
- There are approximately 550 to 600 workstations, 125 printers, 2 Unix servers, 75 Windows and VM servers.
- There are approximately 600 computer users located in 45 sections of the HSA, located at 7 sites spread over the 3 islands.

Duties and responsibilities

- Help Desk: Mand the helpdesk, providing front-line problem determination for all computer users in the Health Services Department
- Problem Resolution: Resolve hardware and procedural support calls for select software
- Hardware: Install hardware and perform routine preventive maintenance.
- Training: Provide detailed personal advice and guidance, including formal training courses, to all levels of user personnel in the expert use of PCs including Windows 2007/10 Professional and the use of network resources.

Qualifications, Experience & Skills Requirement

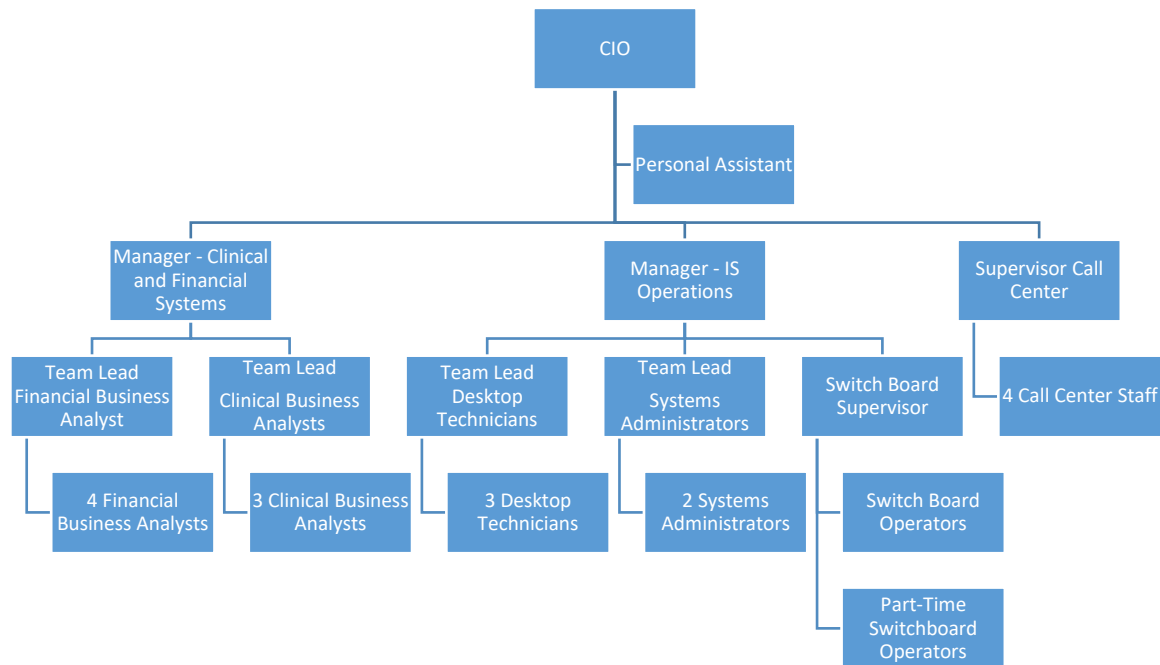
Education and Experience Requirements:

- Possess a High School certificate.
- A minimum of three years related work experience OR a diploma-level qualification with a minimum of one-year related work experience.
- Possess a Microsoft Certified Systems Engineer certification.
- Have 2 years' experience in supporting and troubleshooting a Microsoft Windows-based network.
- Have good typing skills.
- Exhibit good organizational skills and the ability to work under pressure.
- Enjoy problem solving, think logically, and have a good memory.
- Have a pleasant personality and enjoy working with people.

Skills and abilities:

- Excellent people skills and solid communication skills.
- Ability to effectively interact with other professionals, executives, and senior management, including physicians, clinical leadership, and the Board.
- Must be able to meet performance goals to include, on call support, helpdesk support, PC problem solving, Phone problem solving.
- Ability to be a strong advocate on the HSA's behalf in the pursuit of goals and objectives.
- Proficiency in the use of Microsoft Office, excellent written and oral communication skills.

Reporting Relationship



Other Working Relationships

- All H.S.A Staff
- Outside Vendors

Decision Making Authority and Controls

The post-holder evaluates user queries and decides either to respond or to refer the query to the Manager of Information Systems. Queries are referred to where the post-holder is unable to respond satisfactorily, or where the query involves modifications to hardware, software, procedures, or training methods.

The post-holder may schedule their own time within the Manager of Information Systems' guidelines, provided that both routine and special task deadlines are met.

Working conditions

- Normal office working environment.
- Long and abnormal hours are worked in order to meet tight deadlines, and to implement system changes, which must sometimes be done outside normal working hours.
- Required to provide user support outside normal working hours on a scheduled Rota

Physical requirements

The position requires the incumbent is required to stand for extended periods of time, do repetitive tasks with few breaks, and so forth.

Problem/Key Features

Computer queries cover a broad spectrum of knowledge and experience including hardware, software, procedures, forms, training, and system design. Calls range in urgency from long-term planning to system failures demanding immediate response. On-demand work takes place on the background of routine data processing functions and the post-holder is frequently interrupted. The ability to work under pressure and time management skills are required for this post.

Evaluation Metrics

- Customer Satisfaction
- Turnaround times
- Response times
- Number of calls per day
- Number of work orders per day
- Proper project planning

Approved by:	<i>CIO</i>
Date approved:	<i>12-May-2025</i>
Reviewed:	<i>19-Apr-2025</i>
Next Review	<i>18-Apr-2025</i>
Manager's Signature:	
Date:	
Postholder's Signature:	
Date:	