The BVI Health Services Authority (a client-centered healthcare organization) invites qualified and professional applicants for the position of Help Desk Technician (Department of Enterprise & Security). The primary function of the Help Desk Technician is to provide technical assistance and support to clients related to computer systems; hardware and software, generating ID cards and email password reset as defined in Enterprise Help Desk Customer Service Policy, Enterprise Help Desk Ticket Policy and BVIHSA Identification Card Policy.

PRIMARY DUTIES & RESPONSIBILITIES *(included but not limited to):*

Customer Intake & Frontline Support

1. Serve as the first point of contact for staff/customers seeking technical assistance, via phone, walk-in, email or portal.
2. Use standard greetings as outlined in the Enterprise Help Desk Customer Service Policy and intake scripts set out in the Enterprise Help Desk Ticket Policy to create tickets in the Help desk system and verify staff/customer identity.
3. Ask targeted diagnostic questions to clarify the issue and scope reported.
4. Perform remote troubleshooting methods through diagnostic techniques for basic IT issues, using approved tools/scripts and standardized troubleshooting procedures for:
   - Password reset
   - ID Card queries
   - Printing issues
   - Basic software issues
   - Application access
   - Basic OS errors
   - Connectivity

Ticketing & Incident Management, Customer Updates & Remote Support

1. Create a ticket for every IT issue reported or requested.
2. Categorize the issue correctly; assign priority/severity based on impact and urgency.
3. Document troubleshooting steps taken, attachments, logs, screenshots and communication necessary to close ticket.
4. Ensure ticket status updates are provided as work progress by DES Technicians.
5. Responsible for ensuring closed tickets have resolution notes and staff/customer satisfaction with resolution confirmed.
6. Follow up weekly on open tickets and daily on closed tickets to confirm resolution with customers. Ensure technicians closed all open tickets or update status in the system.
7. Escalate unresolved incidents to appropriate internal teams (HIS, Inv., Server Admin, Security Admin.) with complete context, following defined escalation paths and notifying the Supervisor for priority issues. Collaborates with technicians and system owners, tracking escalations to completion.
8. Review the help desk portal and emails daily to identify and create new tickets for reported issues.
9. Assist with the deployment of PCs and computer peripherals for staff/customer as needed.
10. Assist customers with connecting to the BVIHSA Wi-Fi network.

11. Perform ID card creation and replacement for employees.
16. Pass on staff/customer feedback and suggestions to the Supervisor and identify and suggest possible improvements on procedures.

Reporting & Metrics

1. Prepare weekly and monthly reports with statistical information from the Help desk software.
2. Produce weekly dashboards (tickets opened/resolved, SLA compliance, backlog, aging).
3. Generate monthly statistics for distribution to DES units and leadership.
4. Identify trends (recurring issues, top categories, peak times) to inform improvements.

Training, Compliance & Readiness

1. Undertake necessary training requirements to advance skills and meet role expectations.
2. Complete annual mandatory BVIHSA compliance courses (eg. Health & Safety, Customer Service, Bullying/Harassment, etc).
3. Adhere to help desk policies, SLAs, and documentation standards; pass orientation checks/exams when required.
4. Participate in refreshers and tool updates (Spiceworks, remote support stack).

General

1. Adhere to all organizational policies, procedures, and standards related to Help Desk system management and job responsibilities, always ensuring compliance.
2. Reinforce DES Acceptable Use (policy) when guiding users on equipment handling and software access.
3. Abide by safety and quality objectives of the organization.
4. Any other duties assigned by the Supervisor or the Director of Enterprise and Security.

MINIMUM REQUIREMENTS:

Educational/ Training Requirements

❖ Associates degree in Computer Science/Computer studies or any other Information Technology undergraduate degree

Experience

❖ Experience in Help desk activities or customer support will be a plus with a minimum of three (3) years' experience in the Information Technology field.

Licenses/ certifications

❖ CompTIA A+ Core 1 & 2 v15 Certification, CompTIA PC Pro, CompTIA Microsoft Office Pro

British Virgin Islands Health Services Authority
Vacancy Notice No. 3 of 2026
HELP DESK TECHNICIAN

Knowledge, skills and abilities

- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Intermediate knowledge of computer systems, mobile devices and other tech products
- Intermediate knowledge of Microsoft Applications, Excel, PowerPoint, Word, Outlook, and Visio
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Ability to prepare presentations
- Experience in public speaking
- Excellent communication skills; written and verbal
- Customer oriented
- Typing skills 60 wpm

Physical demands

- The physical demands are minimal and typical of similar jobs in comparable organizations

Work environment

- The work environment is representative and typical of similar jobs in comparable organizations

SALARY: $27,216.00 - $35,376.00

CLOSING DATE: 5th February 2026