



THE UNIVERSITY OF THE WEST INDIES GLOBAL CAMPUS

ADVERTISEMENT

SITE TECHNICIAN ST. VINCENT AND THE GRENADINES

The University of the West Indies Global Campus invites suitably and well-qualified applicants to fill the position of Site Technician at The UWI Global Campus, St. Vincent and the Grenadines Site. The **Site Technician** will be responsible for ensuring that the information technology infrastructure is operationalised to facilitate the effective delivery of programmes via face-to-face, online, videoconference, teleconference or other technology-based teaching/learning modes.

Qualifications/Experience

- A diploma or certificate in ICT training from a recognized training institute, school or college.
- A professional certification or equivalent training and qualification in desktop computer systems, networked systems (LAN & WAN) and general systems Administration.
- Holders of the following certifications will be at a tremendous advantage:
 - Cisco's IT Essentials 1 and 2
 - Comptia's A+
 - Comptia's Network+
 - Cisco's CCENT/ICND1
- At least two (2) years working experience in either a public or private sector corporation, or non-governmental organisation.
- At least two (2) years relevant hands-on technical experience in the following areas:
 - PC support and maintenance
 - TCP/IP networking
 - Network support and troubleshooting methodology
 - Cloud-based user and applications support
- Experience in providing tech support for teleworkers and other mobile users across a range of devices and platforms and excellent troubleshooting skills.

Key Competencies/Skills

- Good interpersonal skills.
- Ability to communicate effectively both orally and in writing.
- Knowledge and understanding of basic systems and network administration methodology, procedures and practice.
- Knowledge of UWI's enterprise software application would be an asset.
- Knowledge and experience in providing ICT support in an online and distance learning environment would be an advantage.

Job Responsibilities

- Maintain the integrity of all the PC hardware and other peripheral devices.
- Perform periodic software updates and data clean-ups to maintain desktop performance.
- Coordinate installation, availability and maintenance of basic multimedia presentation systems and technologies in support of audio/videoconferencing.
- Collaborate with the Global Campus network infrastructure team to ensure that the local node is properly configured resulting in the availability of all network resources.
- Provide desktop support of all PC based software applications available at the Site.
- Provide general user support to all mobile devices deployed within the Site including laptops, tablets, smartphones and other handheld devices.
- Maintain a secure operating system and network environment.
- Monitor and provide reports on system performance.
- Provide online and on-site technical support for system users.
- Generate and maintain up to date records/inventory of all software and hardware-based components for the specific Country Site location.
- Conduct user training exercises as determined by the User Support Unit.
- Undertake any other related duties that may be assigned by the Head of Site or designated person.

Salary Range

- EC \$36,763.58 – EC \$45,911.77 per annum.
- Placement will depend on qualifications and experience.

**Applications should be made via
The UWI Global Campus, Online Application Form:
<https://www.global.uwi.edu/hrd/forms-documents>**

CLOSING DATE FOR RECEIPT OF APPLICATIONS – September 2, 2026

We thank all interested applicants; however, only shortlisted candidates will be contacted.