



The Students' Loan Bureau (SLB) invites applications from suitably qualified persons for the following position:

User Support Officer (Level 5)

The User Support Officer is accountable for the effective and timely response to and resolution of user requests, as well as training and other support in order that SLB achieves its Mission, Vision and Major Targets in a sustainable manner.

DUTIES AND RESPONSIBILITIES

Planning

1. Contribute to the development of the Corporate Services Division's annual strategic planning process, resulting in the division's cascaded strategic plan and scorecard.
2. Update, in conjunction with direct supervisor, own Job Accountability, ensuring alignment to the Bureau's cascaded strategic plan and scorecard.
3. Develop, in conjunction with direct supervisor, own individual development plan arising from the performance review process.

Execution

1. Respond to user requests for technical support and assistance in a timely and efficient manner, ensuring that all requests are resolved.
2. Provide training and support to users on the Bureau's technology systems and applications, ensuring that users receive personalized attention and tailored solutions to meet their individual needs.
3. Troubleshoot and resolve technical issues reported by users, escalating issues to senior IT staff or vendors as needed, ensuring that SLB's technology systems are functioning optimally at all times.
4. Document and maintain accurate records of user requests, issues, and resolutions, ensuring that all information is kept confidential and secure, and that data is used to inform future decision-making and process improvements.
5. Communicate with users to provide updates on the status of their requests and to ensure that their needs are being met in a satisfactory manner, ensuring that users are kept informed and engaged throughout the support process.
6. Work collaboratively with other IT staff to identify trends and recurring issues, and to develop and implement strategies to address these issues, ensuring that the Bureau's technology systems are continuously improving and evolving to meet changing needs.
7. Participate in the development and delivery of training programs for SLB staff on new technology systems and applications, ensuring that training is delivered effectively and that users have the resources and support they need to succeed.
8. Provide feedback and suggestions to the Technology Manager on ways to improve SLB's technology systems and support services, ensuring that SLB is continuously improving and optimizing its technology systems to meet evolving user needs.
9. Develop and maintain relationships with key stakeholders, including department heads and senior management, to understand their technology needs and provide appropriate support and training, ensuring that SLB's technology systems are aligned with the needs of its business units and overall strategic objectives.

Monitoring and Reporting

1. Contribute to the preparation of the Information Technology Division's monthly performance report in the scorecard format, then attend the monthly divisional strategy review meeting in discussing performance issues, ensuring there are diagnoses and corrective actions for any performance variances.

Qualifications and Experience

- ✓ Bachelor's Degree in Information Technology or equivalent;
- ✓ Three (3) years' experience in a similar position.

Skills, Behaviours and Competencies Required

- ✓ Knowledge of help desk software and ticketing systems.
- ✓ Understanding of common technical issues and their resolution.
- ✓ Knowledge of data privacy and security regulations.

Remuneration Package

- Basic Salary \$2,803,771.00 - \$3,770,761.00

Applications along with résumés should be forwarded no later than **Friday, March 20, 2026** to:

Manager, Human Resource Management and Development
Students' Loan Bureau
86 Hope Road
Kingston 6

E-mail: careers@slbj.com

We thank all applicants for their expressions of interest, however, only shortlisted candidates will be contacted.