



St. Maarten Medical Center

VACANCY: *ICT Helpdesk Technician*



St. Maarten Medical Center (SMMC) is an ambitious and growing hospital organization on St. Maarten. With more than 425 FTE's, 28 Specialists and a capacity of 80 beds, we continuously strive to ensure safe, quality health care. Our primary service area of St. Maarten, Statia and Saba, represents a total population of approximately 60.000 people, constituting a multi-cultural mix with more than 100 different nationalities. In addition, we also offer health care services to the two million visitors annually. SMMC has started the construction of the new St. Maarten General Hospital (SMGH) to expand its services in order to accommodate the increased care demand of the people of St. Maarten, its visitors and neighboring islands. The new hospital is planned to be operational in 2026.

Your Profile:

As an **ICT Helpdesk Technician**, you are reliable, patient, approachable, service-oriented, and committed to maintaining a high standard of support that enables staff to perform their roles without technical disruption. The ideal candidate is a calm and logical thinker, capable of managing multiple requests efficiently - even under pressure. You are also a collaborative team player who can communicate effectively with medical specialists, supervisors, and staff, while maintaining a high level of professionalism.

What We Offer:

We offer you a full-time position in an open, collaborative, and professional environment as part of a collaborative team of eight ICT professionals. In this role, you will have the chance to contribute to the evolving tech landscape within healthcare, where your skills and ideas will help shape the future of patient care and numerous opportunities for growth and career development.

Requirements:

- An Associate's Degree in Information Technology or a related field is required. A Bachelor's degree is preferred;
- A minimum of one year's experience in IT support or a similar helpdesk role is preferred;
- Proficient knowledge of operating systems, mobile devices, and troubleshooting hardware/software issues;
- Familiarity with hospital information systems (EMR, PACS) is an asset;
- Demonstrated ability to work independently, manage priorities, and maintain confidentiality;
- Proficiency in written and spoken English. Additional languages such as Dutch, Spanish or French is considered a bonus.

Tasks:

- Serve as the first point of contact for users seeking technical assistance;
- Troubleshoot, diagnose, and resolve software and hardware issues;
- Set up and manage user accounts, email, and access permissions;
- Assist with onboarding and offboarding users by configuring necessary systems;
- Monitor device and network performance to ensure operational efficiency;
- Install, configure, and update approved software applications;
- Provide clear, professional communication to users regarding the status of their issues.

Interested?

For more information, contact our Human Resources (HR) Department via + 1 (721) 543-3154 ext. 201 or 203. Your motivation letter and resume can be submitted to the HR Department via careers@smmc.sx.

A copy of both should be submitted to the Labor and Social Affairs Dept. located on Soualiga Road #1, Philipsburg, St. Maarten.

Deadline to apply is: July 21st 2025

Visit www.smmc.sx for a full listing of our vacancies

St. Maarten Medical Center
Welgelegen road 30 |
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www.smmc.sx