



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 188**

### **OSC Ref. C. 6272<sup>14</sup>**

5<sup>th</sup> August, 2020

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the **vacant** post of **Director, Information System (MIS/IT 6)** in the **National Registration Unit, Office of the Prime Minister**, salary range \$2,056,235 - \$2,444,217 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Under the General Supervision of the Director, National Registration, the Director, Information System will provide support to end users and help maintain the secure and stable operation of computer and network systems within the National Registration Unit; by undertaking the installation, optimization, troubleshooting, repair and maintenance of new and existing network hardware, software, and communication links.

### **Key Responsibilities**

- Diagnoses, analyses and resolves routine systems management related problems;
- Schedules and performs routine systems housekeeping procedures;
- Troubleshoots and resolves desktop, operating system, hardware, software and application problems, as necessary;
- Troubleshoots complex faults, under supervision.
- Performs routine desktop and laptop preventative maintenance;
- Installs and tests computer and network equipment/devices, under supervision; and Installs application software as required;
- Repairs computer and network equipment/devices then conducts tests to ensure that they are functioning correctly;
- Responds to user enquiries/help desk requests related to hardware, software and system security;
- Assists with the unloading and unpacking of new equipment, and the verification of deliveries to ensure receipt of all items ordered;
- Keeps abreast of trends and developments in Information Technology and makes recommendations where the Ministry may benefit from the implementation of such technology;
- Records all jobs undertaken in the appropriate log.

### **Required Knowledge, Skills and Competencies**

- Good oral and written communication skills
- Excellent customer service skills
- Strong analytical and problem solving skills and good judgement exercised
- Strong interpersonal skills
- Excellent knowledge of standards and procedures in the installation, repair and maintenance of hardware
- Excellent knowledge of operating systems
- Excellent knowledge of directory services
- Sound knowledge of computer hardware components
- Sound knowledge of technology security and governance
- In-depth knowledge of computer viruses and security
- Good knowledge of common PC applications, particularly productivity suites, and issues related to scalability and management with an enterprise-wide focus
- Ability to demonstrate a high level of professionalism and confidentiality
- Ability to work as part of a team
- Ability to manage multiple tasks simultaneously within tight deadlines
- Ability to troubleshoot common hardware and software problems
- Attention to detail

**Minimum Required Qualification and Experience**

- Degree in Information Technology **or** Computer Science **or** equivalent qualifications.
- Professional certification in relevant Information Technology areas from a recognized institution.
- Three (3) years' experience in the Information Technology field.

**Special Conditions Associated with the Job**

- Required to possess a valid Driver's Licence and a reliable motor vehicle.

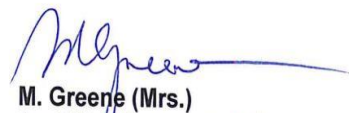
Applications accompanied by résumés should be submitted **no later than Wednesday, 19<sup>th</sup> August, 2020 to:**

Senior Director  
Human Resource Development and Management Division  
Office of the Prime Minister  
1 Devon Road  
Kingston 10

E-mail: [jobs@opm.gov.jm](mailto:jobs@opm.gov.jm)

Please note that only shortlisted applicants will be contacted.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**

  
M. Greene (Mrs.)  
for Chief Personnel Officer (acting)