



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

30 NATIONAL HEROES CIRCLE, KINGSTON 4

JAMAICA, WEST INDIES

TEL: 876-922-8600

FAX: 876-924-9764

EMAIL: communications@osc.gov.jm

WEBSITE: www.osc.gov.jm

CIRCULAR No. 221
OSC Ref. C.6528¹⁰

9th September, 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 following **vacant** posts in the **Ministry of Science, Energy and Technology (MSET)**:

1. **Director, Management Information Systems (MIS/IT 8)**, in the **Information Systems Branch, Corporate Services Division**, salary range \$3,125,808 - \$3,715,604 per annum and any allowance(s) attached to the post.
2. **Manager, Licensing, Examinations and Registration (GMG/SEG 4)**, in the **Government Electrical Regulator (GER) Department**, salary range \$3,032,763 – \$3,605,002 per annum and any allowance(s) attached to the post.
3. **Senior Director, Corporate Communications and Public Relations (MCG/IE 6)**, in the **Communications and Public Relations Branch, Corporate Services Division**, salary range \$2,453,125 - \$2,915,995 per annum and any allowance(s) attached to the post.
4. **Database Administrator (MIS/IT 5)**, in the **Information Systems Branch, Corporate Services Division**, salary range \$1,856,491 - \$2,206,784 per annum and any allowance(s) attached to the post.
5. **Customer Care Representative (GMG/AM 3) (3 posts)**, in the **Government Electrical Regulator (GER) Department**, salary range \$1,181,789 – \$1,404,775 per annum and any allowance(s) attached to the post.
6. **Records/Data Entry Officer (MIS/IT 3)**, in the **Government Electrical Regulator (GER) Department**, salary range \$1,103,782 - \$1,312,050 per annum and any allowance(s) attached to the post.

1. Director, Management Information Systems (MIS/IT 8)

Job Purpose

Under the general direction of the Principal Director – Corporate Services, the Director, Management Information Systems, strategically drives day to day functional delivery of MIS services and programmes that reflect contemporary best practices and achieves optimal outcomes for the Ministry of Science, Energy and Technology's strategic operational and business requirements.

Key Responsibilities

Technical/Professional

- Directs the delivery of high-quality Management Information Systems across the organisation to provide optimal levels of support for the MSET's key operational requirements;
- Directs the development, implementation, evaluation and reporting of the MSET's MIS Strategic, Business and Operating Plans and associated projects, ensuring alignment with the strategic directions of the organisation;
- Drives the development of standard operating procedures and best practices, including providing written protocols and guidance to MIS staff and end-users;
- Directs the development and implementation of all MIS policies and procedures, including those for architecture, security, disaster recovery, MIS reliability, standards, MIS purchasing, and service provision;

- Identifies and defines specific MIS business requirements in collaboration with Directors, managers, users across the organisation and third-party stakeholders to inform the development of tailored MIS solutions;
- Directs systems development and enhancement and the integration of new systems within existing systems;
- Drives the implementation and delivery of new systems, technologies and services to deliver innovative and flexible MIS solutions that achieve business requirements;
- Directs the deployment, monitoring, maintenance, development, upgrade, and support of all MIS systems, including servers, PCs, operating systems, telephones, software applications, and peripherals;
- Drives ongoing analysis and review of MIS service delivery to identify opportunities to improve and enhance the services for the organisation;
- Negotiates and administers vendor, outsourcer, and consultant contracts and service agreements;
- Provides expertise and support during systems upgrades, installations, conversions and file maintenance;
- Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades;
- Directs the provision of end-user services, including service/help desk and technical support services;
- Directs the development of the staff to meet the changing needs of users, groups and offices; new projects and technologies; and varying staff strengths;
- Keeps current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements;
- Collaborates with critical staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation;
- Communicates regularly with Executive Management and all users of MIS services and systems;
- Reviews and approves training modules aimed at strengthening the MIS processes within the MSET and its Agencies and Departments;
- Develops mechanisms to manage reform and change, by implementing change management processes, that clarify purpose and the benefits of continuous improvements;
- Provides expert advice, briefings and support to senior executives on all matters relating to the functional area;
- Establishes and maintains linkages with international organizations to keep abreast of trends in MIS/ICT that impact directly on the portfolio responsibilities of the MSET.

Management/Administrative

- Provides professional advice, interpretation and recommendation around the functional areas of Management Information Systems;
- Undertakes planning with Senior Staff to determine targets and goals for the activities of the Management Information Systems Branch, ensuring standardization of accompanying procedures;
- Contributes significantly with the development and monitoring of the Division's Strategic/Operational Plan and Budget;
- Establishes quality customer service principles, standards and measurements for the Division;
- Develops Individual Work Plan based on strategic alignment with MSET's Operational Plan;
- Establishes and maintains various Management Information Systems Committees that makes recommendations for the implementation of improved procedures and systems;
- Represents the MSET at meetings, conferences and other fora as needed.

Human Resource

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching;
- Evaluates and monitors the performance of staff in the Branch and implements appropriate strategies;
- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Division;

- Recommends transfer, promotion and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff Annual Performance Appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices;
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Customer and quality focus skills
- Teamwork and cooperation
- Integrity
- Compliance
- Interpersonal skills
- Change Management
- Expert knowledge of ICT systems analysis and design
- Sound knowledge of systems networking, hardware engineering and database management
- Sound knowledge of standards and procedures in the development and implementation of ICT systems
- Sound knowledge of the local and international ICT systems environment, including standards, practices and trends
- Sound knowledge of Project Management principles and practices
- Good understanding of Project Lifecycle
- Ability to manage a range of projects types and complex business initiatives and change programmes
- Sound experience of resource planning against the prioritised portfolio of Projects
- Excellent capability to track project benefits realisation and lessons learnt activities to feed into on-going improvements
- Ability to monitor and report on Project Budgets across the portfolio at stakeholder and sponsor levels
- Advanced IT skills in relation to Word, PowerPoint, Visio and Excel and MS Project or another project tool

Minimum Required Qualification and Experience

- Master's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Five (5) years related experience, with at least two (2) years in a senior management capacity in an MIS environment.

OR

- Bachelor's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Seven (7) years related experience, with at least four (4) years in a senior management capacity in an MIS environment.

2. Manager, Licensing, Examinations and Registration (GMG/SEG 4)

Job Purpose

Reporting to the Chief Electrical Regulator, the Manager Licensing, Examinations and Registration has responsibility for planning, directing and controlling the day-to-day operations of the Department to ensure appropriate registration and registration of Electricians, licensing of Inspectors and Technical Electrical Assistants. The incumbent also has responsibility for ensuring activities related to examinations for Electricians are appropriately executed.

Key Responsibilities

Management/Administrative

- Leads in the preparation of the Annual Operational Plan for the Department to support the achievement of the Regulator's strategic objectives;
- Prepares and manages the Annual Budget for the Department to support the achievement of the Department's strategic objectives; takes corrective action where necessary to improve performance;
- Provides input for the development of Strategic Plans;
- Supports the implementation of Operational Policies for the Department in keeping with the strategic objectives of the Regulator;
- Implements modifications in work procedures and strategies to improve the overall efficiency and productivity of the Department;
- Provides guidance to staff to ensure efficiency and effectiveness
- Prepares and reviews reports as required;
- Represents the organization, as appropriate, at various local, regional and international conferences, workshops and meetings on policy or regulatory matters;

Technical/Professional

- Participates in the development of policies and procedures related to electrical inspections;
- Assesses and processes applications for registration of electricians ensuring that applicants meet the criteria for registration;
- Assesses and processes applications for applicants to be granted licenses as Inspectors;
- Monitors application caseload management and provides data on applications for licenses and registration;
- Ensures the electronic system is updated with licensing and registration information including the name of the licensee, date of issue, rate class of license issued;
- Leads the development of the examination curriculum in collaboration with tertiary and vocational institutions; updates the curriculum and training material as required;
- Liaises with Regulatory Agencies and/or electrical experts to understand any changes to electrical standards or regulations;
- Prepares study guides with the Committee of Examiners and panel of electrical experts including tertiary and vocational institutions;
- Processes requests from candidates for Licensed Inspectors and Registered Electricians.
- Coordinates and publicizes examinations;
- Responds to queries on examinations;
- Ensures the electronic system is updated in cases where licenses are suspended or revoked;
- Liaises with the Committee of Examiners for processing of applications related to licensing of Inspectors and registration of Electricians.
- Provides oversight for the Department, ensuring a service-oriented approach is taken towards all requests, applications, and enquiries received from customers and other stakeholders.
- Ensures all documentation is appropriately filed and accessible.
- Provides technical advice to the Chief Electrical Regulator and the Board on matters related to licensing, examination and registration.
- Keeps abreast of trends in the industry and makes recommendations for improving the licensing, examination and registration process.
- Ensures effective collaboration with the other Technical Divisions to facilitate the successful execution of the work of the Regulator.

Human Resource

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned.
- Evaluates and monitors the performance of direct reports and implements appropriate strategies.
- Recommends transfer, promotion and approves leave in accordance with established Human Resource policies and procedures.

- Monitors the performance of staff and facilitates the timely and accurate completion of the staff Annual Performance Appraisals and other periodic reviews.
- Effects disciplinary measures in keeping with established guidelines/practices.
- Performs any other related duties consistent with the category, nature, functions and objectives of the job.

Required Knowledge, Skills and Competencies

Core

- Excellent oral and written communication skills
- Excellent customer service skills
- Excellent interpersonal skills
- Ability to work well in a team as well as alone
- Results-oriented

Technical

- Sound knowledge of the Electricity Act and Regulations
- Excellent stakeholder management and relationship building skills
- Good project management skills
- Excellent leadership skills
- Excellent analytical skills
- Good problem solving and decision-making skills
- Excellent planning and organization skills
- Sound knowledge of records and information management techniques
- Proficiency in the use of relevant computer applications
- Excellent people management skills

Minimum Required Qualification and Experience

- Masters Degree in Business Administration, Public Administration, Education or related discipline
- Experience in the field of Electrical Engineering would be an asset
- At least five (5) years' experience in a similar environment, two (2) of which should be in a managerial role

3. Senior Director, Corporate Communications and Public Relations (MCG/IE 6)

Job Purpose

Under the direction of the Principal Director - Corporate Services, the Senior Director - Corporate Communications and Public Relations will lead the strategic design/development, implementation and review of the Ministry's Corporate Communications and Public Relations/Education strategies and programmes (to internal and external stakeholders) in support of the all mission-critical functions. The Senior Director also holds responsibility for the coordination of events; and the development and implementation of crisis/issues management strategies and responses to contentious media issues.

Key Responsibilities

Technical/Professional

- Provides expert input into the development of a communications strategy/policy for the Ministry advising and/or obtaining professional advice on behalf of the Permanent Secretary and Ministerial Team on public relations, public education, social media, media relations and other communications matters relating to the Mission and work of the Ministry;
- Directs the definition, implementation and evaluation of an Integrated Communication Plan for the MSET that builds awareness of the organisation's Mandate and Vision;
- Leads the development and oversees the execution of strategic social media and digital initiatives;
- Monitors issues of concern to the Ministry and briefs the Ministerial Team and Permanent Secretary accordingly;
- Leads the development of strategies for prompt and effective responses to issues and crises relating to the Ministry's role and function;

- Tracks, researches and analyses information on Ministry related topics/issues; gathers information from diverse sources and Agencies of the Ministry and helps to assess news value and other potential impact; as well as to evaluate the effectiveness of the Ministry's overall communications programme;
- Leads the research, drafts, writes, edits and reviews speeches for the Minister(s), Permanent Secretary and Senior Management Team as required;
- Researches, writes and reviews Press Releases and briefing papers; Responds to media enquiries and information requests; prepares related correspondence when required;
- Publicizes priority areas and/or major events of the Ministry; to include drafting of information strategies, co-coordinating efforts, monitoring and reporting on progress, taking appropriate follow-up actions, and analyzing the outcome;
- Undertakes activities to promote media coverage (e.g. press conferences/briefings, interviews, and other special activities);
- Monitors and analyses public opinion and the media, identify issues and trends, and advises the Minister/Permanent Secretary on the appropriate action/responses;
- Leads the management of production of specific types of information communication products (e.g. press kits, press releases, feature articles, speeches, booklets, brochures, backgrounders, audio-visual materials, radio spot programme, etc.);
- Manages/oversees the Ministry's participation in special events and exhibitions (e.g. Jamaica Alternative Energy Expo, Oil & Gas Conference, Career Expositions, etc);
- Coordinates media related activities for the Minister(s) and Permanent Secretary;
- Monitors talk shows and other electronic and print media programmes; provides reports to the Permanent Secretary and the Ministerial Team, when necessary;
- Leads the design and implementation-specific public education programmes to highlight/explain particular aspects of the work of the Ministry;
- Keeps the Minister/Permanent Secretary informed of national and international news events that could impact on the image of the Ministry, either positively or negatively;
- Develop protocols concerning the arranging tours, launches, interviews, and other related activities, as required or according to the Ministry's communication programmes;
- Guides and reviews the preparation of press bites when requested for distributions to visiting journalists and other interested groups;
- Makes arrangements for Journalist wanting to see the Minister;
- Provides liaisons and information flow for overseas and local programmes, as necessary.
- Ensures the maintenance of an up-to-date- newspaper clippings file on local and international news items directly related to the policies, programmes and activities of the Ministry;
- Prepares continuously updates/information kit for distribution to the Ministry's target audiences/stakeholders;
- Arranges contract signings, as assigned by the Minister or Permanent Secretary;
- Provides Minister/Permanent Secretary with regular media monitoring reports, e.g. articles, letters, or other relevant issues that appear in the print or electronic media;
- Handles complaints from the media relating to the Ministry;
- Leads the development, and places appropriate articles/stories by and about the Ministry for both print and electronic media;
- Develops and maintains the Ministry's media contact network;
- Develops themes, activities and support material for major events of the Ministry, as required;
- Produces guidelines to help promotes image consistency of the Ministry and its Agencies;
- Identifies potential opportunities for positive media coverage;
- Ensures the provision of specialist services for media and public relations activities, including publishing and other print, audio and visual productions;
- Reviews materials (e.g. news releases, website content, newsletter, backgrounders, factsheets, etc.) produced within the Ministry or in cases where the work has been contracted outside the Ministry;
- Develops materials on complex issues (e.g. MOU, PMAS, etc.);
- Maintains continuous liaison with major media houses, including the Jamaica Information Service.

Management/Administrative

- Provides professional advice, interpretation and recommendation around the functional areas of Corporate Communications & PR;

- Undertakes planning with senior staff to determine targets and goals for the activities of the Corporate Communications & PR Branch, ensuring standardization of accompanying procedures;
- Contributes significantly with the development of the Division's Strategic/Operational Plan and Budget;
- Establishes quality customer service principles, standards and measurements for the Division;
- Develops Individual Work Plan based on strategic alignment with MSET's Operational Plan;
- Establishes and maintains various Corporate Communications and PR Committees that makes recommendations for the implementation of improved procedures and systems;
- Represents the MSET at meetings, conferences and other fora as needed.

Human Resource

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching;
- Evaluates and monitors the performance of staff in the Branch and implements appropriate strategies;
- Coordinates the development of individual Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Division;
- Recommends transfer, promotion and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff Annual Performance Appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices.
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core

- Excellent oral and written communication skills
- Customer and quality focus
- Teamwork and co-operation
- Integrity
- Compliance
- Interpersonal Skills
- Change Management
- Strong communications, research and analytical skills and ability to rapidly analyze and integrate diverse information from varied sources;
- Thorough knowledge of and practical experience in the full range of communications approaches, tools, and methodologies essential to planning and executing effective communication strategies (e.g. message targeting, audience outreach, campaign/events management, etc.);
- Highly developed communication skills, including the ability to produce a variety of written communication products in a clear, concise style;
- Up-to-date knowledge of current affairs and issues;
- Discretion and sound judgment in applying expertise to highly complex and/or sensitive issues;
- Ability to organize, plan and implement a comprehensive public education campaign in support of defined objectives, to meet competing demands and work under pressure of frequent and tight deadlines. Ability to manage multiple projects;
- Ability to think creatively and plan strategically;
- Strong editing skills;
- Good knowledge of customer engagement strategies and principles;
- Ability to foster and maintain a good working relationship with the media;
- Thorough understanding of the machinery of Government, political processes and the requirements of Ministers and other officials;
- Advanced IT skills in relation to Word, PowerPoint, and Publisher

Minimum Required Qualification and Experience

- Master's Degree in Public Relations, Media/Communication Studies, Mass Communication, Public Relations or a related discipline;
- Four (4) years' experience in a Public Relations/Media and Communications environment.

OR

- Bachelor's Degree in Public Relations, Media/Communication Studies, Mass Communication, Public Relations or a related discipline;
- Six (6) years' experience in a Public Relations/Media and Communications environment.

4. Database Administrator (MIS/IT 5)

Job Purpose

Under the general direction of the Director, Management Information Systems, the Database Administrator is responsible for the performance, integrity, and security of the Ministry of Science, Energy and Technology's databases. The Database Administrator provides technical expertise in the design, implementation, and maintenance of database management systems that support institutional business and applications. Additional responsibilities include reporting, data input and output, technology management, and end-user training and support.

Key Responsibilities

Technical/Professional

- Develops and maintains initiatives to manage the accuracy and integrity of database information by:
 - conducting regular audits to verify data quality and data completeness
 - investigating and resolving inconsistencies found in data and reports
 - ensuring regular cleanup of duplicate records, and inconsistent and unwanted data from the databases
 - supervising regular back-ups of the database system;
- Develops and documents operating and security standards and procedures and user instructions for the database system;
- Performs database system updates and upgrades and the implementation of new functionality, including portal services, web delivery of information and third party tools for reporting;
- Designs and creates various queries and reports, from the Database System, to meet specified needs;
- Transfers data from databases to other software programmes, or vice versa, for further manipulation, as required;
- Conducts on-going reviews of datasets in other electronic formats to determine the feasibility of integrating them into the database system;
- Evaluates the database system at intervals and recommends improvements where needed;
- Monitors and controls day-to-day usage of the database system. This includes:
 - setting and approving user access and permission levels;
 - ensuring conformance to established policies and procedures;
- Troubleshoots and resolves problems related to the database system;
- Develops an ICT operational continuity framework in accordance with the strategic direction of the organisation;
- Develops and maintains ICT operational continuity plans;
- Defines and executes change control procedures to ensure that the ICT continuity plan is current;
- Plans and conducts ICT continuity training programmes to meet the needs of the organisation;
- Creates and modifies ICT operational procedures and guidelines (including manuals, checklists, shift planning, handover documentation, escalation procedures, etc.);
- Provides the Ministry's staff with technical assistance and support as regards the database administration;

- Keeps abreast of global trends and developments in Database Management and makes recommendations where the organisation may benefit from the implementation of such technology.

Management/Administrative

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.

Human Resource

- Participates in preparation and implementation of presentations on the role of Division/Unit for the orientation/onboarding programme;
- Contributes and maintains a harmonious working environment.
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Customer and quality focus skills
- Teamwork and co-operation
- Integrity
- Compliance
- Interpersonal skills
- Change Management
- Sound knowledge of relational database design, optimization, and troubleshooting
- Sound knowledge of Microsoft SQL Server and/or Access database software
- Advanced knowledge of Microsoft Windows and Office products
- Sound knowledge of data extraction, reporting and analysis tools.
- Sound knowledge of database management trends and standards
- Sound knowledge of established database management policies and procedures
- Working knowledge of Internet technologies including HTML, PHP, ASP, etc.
- Sound knowledge of the analysis and documentation of complex business processes
- Sound knowledge of current technological trends with respect to software development
- Working knowledge of relevant computer platforms and solutions
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or another project tool

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, ICT and Management Information Systems or a related discipline;
- Three (3) years related experience, with at least three (3) years in a Database Administrator's role.

5. Customer Care Representative (GMG/AM 3)

Job Purpose

Reporting to the Manager Customer Affairs, the Customer Care Representative is responsible for facilitating the effective delivery of customer care support which includes, handling customers' queries, directing calls appropriately and logging interactions with customers.

Key Responsibilities

Technical/Professional

- Provides advice on the GER and directs customers based on the nature of the call;
- Receives customer queries and service requests via various media (i.e. telephone, e-mail, electronic system, etc.);
- Ensures customers are properly directed based on enquiries and that appropriate follow-up is done;
- Logs customer interactions, transactions, complaints and comments;

- Records Frequently Asked Questions (FAQs), submits to supervisor and updates relevant database with the FAQs;
- Assists with the administration of customer satisfaction surveys;
- Assists with the monitoring of trends based on calls, issues, and queries, and through these tools, make recommendations on how to improve the quality of service;
- Prepares and reviews reports as required;
- Keeps abreast of developments in the field of Customer Care Management;
- Performs any other related duties consistent with the category, nature, functions and objectives of the job.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent customer service skills
- Excellent interpersonal skills
- Ability to work well in a team as well as alone
- Results-oriented
- Good organizational skills
- Detail-oriented
- Good analytical skills
- Good problem solving and decision-making skills
- Ability to work under pressure and maintain a calm, professional demeanour

Minimum Required Qualification and Experience

- Diploma or Associate Degree in Business Administration or equivalent
- At least 2 years' experience in a similar position

6. Records/Data Entry Officer (MIS/IT 3)

Job Purpose

Reporting to the Manager Licensing, Examinations & Registration, the Records/Data Entry Officer has responsibility for maintaining the organisation's records in a safe and secure manner and maintaining the Organization's Records and Information Management Policy.

Key Responsibilities

Management/Administrative

- Implements modifications in work procedures and strategies to improve the overall efficiency and productivity of the Department;
- Provides guidance to staff in the area of records and information management to ensure efficiency and effectiveness.

Technical/Professional

- Develops and implements the organization's file classification system;
- Provides support to the Manager, Licensing, Examinations & Registration in conducting verification of records of applicants;
- Uploads all information related to licenses and registration to the appropriate electronic system;
- Retrieves electronic records from the repository for distribution to users, collecting and returning to the repository, if necessary;
- Maintains the Organization's Records and Information Management Policy;
- Identifies methods to protect vital records and information to enable business continuity;
- Identifies and classifies documents or other electronic content;
- Administers document and system access rights and revision control to ensure security and integrity of the system;
- Develops and implements quality assurance systems to ensure the security, integrity and confidentiality of information received and disseminated;

- Keeps abreast of developments in document management by reviewing current literature, discussions with industry partners, participating in educational programmes, attending meetings and workshops, or participating in professional organizations or conferences;
- Provides technical advice on the organisation's Records and Information Management;
- Performs any other related duties consistent with the category, nature, functions and objectives of the job from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Excellent customer service skills
- Excellent interpersonal skills
- Ability to work well in a team as well as alone
- Results-oriented
- Sound knowledge records and information management
- Good research skills
- Good problem solving and decision-making skills
- Good planning and organization skills
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Information Systems, Business Administration or related discipline
- Training in Records and Information Management would be an asset
- At least 3 years' experience in a similar environment

Applications accompanied by Résumés should be submitted **no later than Tuesday, 22nd September, 2020 to:**

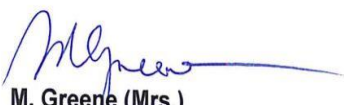
**Director,
Human Resource Management and Development
Ministry of Science, Energy and Technology
PCJ Building, 2nd Floor
36 Trafalgar Road
Kingston 10**

Email: careers@mset.gov.jm

Additional details may be viewed on the Ministry's Website: www.mset.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)