



**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](mailto:communications@osc.gov.jm)  
WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)

**CIRCULAR No. 312**  
**OSC Ref. C. 4664<sup>12</sup>**

**27<sup>th</sup> November, 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 **Accountant General's Department**:

1. **Manager Systems Operations (MIS/IT 6)**, salary range \$2,056,235 – \$2,444,217 per annum and any allowance(s) attached to the post.
2. **Client Support Manager (MIS/IT 5)**, salary range \$1,856,491 – \$2,206,784 per annum and any allowance(s) attached to the post.
3. **System Analyst (MIS/IT 4)**, salary range \$1,644,447 - \$1,954,731 per annum and any allowance(s) attached to the post.
4. **Help Desk Assistant (MIS/IT 3)**, salary \$1,103,782 - \$1,312,050 per annum and any allowance(s) attached to the post.

**1. Manager Systems Operations (MIS/IT 6)**

**Job Purpose**

Reporting to the Director, Information Technology, the Manager Systems Operations will ensure the development, implementation and maintenance of Information Systems and related software and databases that supports them.

**Key Responsibilities**

**Technical**

- Participates in the development, tracking, and optimizing of short-term and long-term Information System Budgets for the Unit;
- Informs and advises on Technical and Information Systems requirements, and offers users appropriate support and advice;
- Ensures the smooth running of all Information and Communication Technology (ICT) systems, including anti-virus software, print services and email provision while ensuring that Software Licensing laws are adhered to, and securing data from internal and external attack;
- Conducts technical needs analyses for technology based Information Systems solutions to satisfy the requirements of the AGD, MOFPS and MDAs;
- Oversees the design and development of Information Systems solutions which utilize cutting edge technology and modern state of the art, best practice system delivery;
- Oversees the design of technical specifications and programming of application components for distributed applications;
- Facilitates the assessment process for departmental workflows, processes and definition of data requirements, and conducts relevant cost-benefit analysis;
- Ensures that automation solutions are incorporated to enhance the efficiency of the operations of the AGD, MOFPS and MDAs in the provision of systems applications;
- Provides secure access to the network for remote users;
- Assesses and anticipates systems requirements and recommends appropriate actions and resources; researching and installing new systems;
- Ensures the development and implementation of a customer service platform for the AGD and its stakeholders utilizing web enabled security controlled access portals, popular social media interfaces and mobile friendly applications/platforms;
- Ensures the development, design and maintenance of the website and intranet utilizing cutting edge technology, best practice, portals for direct access based on security profiles with appropriate links and interfaces;
- Ensures the scheduling and conducting of upgrades and security backups of hardware and software systems;

- Participates to ensure that best prices are negotiated with vendors for replacement/new IT solutions;
- Manages crisis situations, which may involve complex software problems;
- Prepares appropriate technical and end user documentation for the Unit and other stakeholders in new and enhanced systems/application programmes delivered by the Unit;
- Ensures the delivery of requisite training programmes in state of the art facilities for the Treasury and other MDAs on new and enhanced systems/applications deployed by the Unit as well as upgrades to the GIFMIS, CTMS, and other IT systems and portals deployed by the GOJ;
- Keeps current with emerging IT trends, and current dominant technologies;
- Provides periodic reports as required;
- Serves as the IT point of contact and accountable for the IT portion of new office setups, office expansions, etc. This includes relocation and/or installation of voice/data communications solutions, LAN and PC equipment;
- Provides new staff with PC/account setup and orientation;
- Monitors security compliance in accordance with established standards, policies and procedures.

### **Strategic Leadership**

- Implements and enforces policies and procedures of the Organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and Department;
- Assists with the preparation of the Department's Annual Strategic Plan and Budget, and supports the Director Information Technology to deliver the Division's Operational Plan in an accurate and timely manner - Participates in the establishment of the strategic and tactical goals, policies, and procedures for the Unit;
- Prepares and monitors the Communications and Customer Service Unit's Operational Plan and Budget ensuring the work of the Unit is carried out according to plan, and agreed targets achieved;
- Establishes and implements systems for reporting of work done against stated and agreed work plans;
- Assists with the establishment of internal control processes required to manage and grow the Division
- Meets or exceeds performance targets;
- Deputizes for the Director Information Technology as and when required.

### **As Unit Head:**

- Leads in the smooth and efficient operation of the Unit through the management of daily operations.
- Establishes and implements systems for reporting of work done against stated and agreed work plans for the Unit.
- Establishes internal control processes required to manage and grow the Unit.
- Meets or exceeds Unit performance targets.

### **Human Resource Management**

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff, based on the Corporate Strategic Plan;
- Ensures that the Unit's staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies competencies and collaborates with the Manager Training and Development to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors job specific and environmental factors, implements and promotes Health and Safety policies; and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of the Unit staff are clearly identified and addressed;
- Performs any other related duty that may be assigned from time to time.

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

- Comprehensive and technical knowledge of IT Architecture, and Technology;
- Knowledge of cutting edge IT direct service delivery through on line web enabled portals, use of popular social media and mobile platforms and interfaces;
- Knowledge of cutting edge technology enabled automated help desk operations;
- Knowledge of computer systems audit;
- Knowledge of the various related guiding Acts, Laws and Regulations;
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management;
- Experience in related IT disciplines such as data processing, hardware platforms, enterprise software applications and other related IT systems.

The incumbent is a Senior Public Servant who represents the Government at all times; who is expected to lead a team of professionals in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT;
- Excellent understanding of multi-disciplinary nature of IT solutions;
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage and big data opportunities, end user experience, and training/education;
- Functional understanding of project management principles and their application to Infrastructure projects and teams;
- Proven and advanced skills in project management;
- Demonstrated ability to apply technology solutions to business problems;
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Ability to work effectively under pressure**
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.

- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills.

### **Minimum Required Qualification and Experience**

Essential:

- A Bachelor's Degree from a recognized institution in Information Technology or equivalent.
- Incumbent must have technical expertise in IT Systems and Systems development.
- At least 8 years' experience working in a managerial capacity in a technical IT position;

Desirable:

- Post Graduate Degree
- Certification from a recognized IT certifying body

### **Special Conditions Associated with the Job**

**Physical Demands** - Required to travel locally and pressured working conditions with numerous critical deadlines.

**Travel** - This position requires up to 40% travel.

## **2. Client Support Manager (MIS/IT 5)**

### **Job Purpose**

Reporting to the Director Information Technology, the Client Support Manager is responsible for the efficient and effective provision of systems and computer related advice and support, and an excellent customer experience, while facilitating the resolution of Information Technology problems in a timely manner. The incumbent manages a group of support professionals to ensure that an excellent Customer Service culture is maintained in the Division and that solutions and advice provided are consistent with the thrust of modernization, automation and direct access facilitation for clients.

### **Key Responsibilities**

#### **Technical**

- Participates in the establishment of the Strategic and Tactical goals, policies, and procedures for the Unit;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term Computer and Information Systems Budgets for the Unit;
- Informs and advises on Technical and Computer Systems requirements;
- Develops, implements and monitors the SLAs of the Client Support Section to ensure that a best practice Customer Charter is established and maintained;
- Ensures resolution of operational problems encountered by clients within the established SLA's;
- Implements an optimal integrated and automated ticketing system to facilitate optimal ease of issue logging and resolution tracking between the Help Desk and its clients and ensures systems are in place for the efficient management of the queue according to the SLAs;
- Monitors Unit's performance against SLAs using applicable trend analysis and metrics. Ascertains client feedback on service delivery through the use of surveys and takes corrective action to improve performance gaps;
- Manages the day to day operations of the Unit/client relationship by ensuring that all logged issues are assessed, prioritized, and resolved including voice, data, account administration, email, desktop, and institutional applications issues according to the Unit's SLAs;
- Conducts technical analysis of application systems and specification of technical requirements for maintenance/enhancement activities and hardware;
- Manages the provision of relevant first level automation support to AGD, MOFPS and MDAs, including evaluation of hardware/software needs, and general computer support;
- Assists with the management of IT resources of the AGD and participates in vendor contract negotiations for purchases for all new computer equipment and software being purchased;

- Manages special projects for critical solution delivery activities;
- Assesses and anticipates technology projects and recommends appropriate actions and resources;
- Analyses issues logged in the Help Desk and makes recommendation through the Unit Head, for automated solutions using web-enabled platforms with security controlled access portals;
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT solutions;
- Keeps current with emerging IT trends, and current dominant technologies;
- Manages the delivery of requisite training programmes for the Treasury and other MDAs on the GIFMIS, CTMS, and other relevant financial systems and portals;
- Prepares appropriate technical documentation for the Unit and other stakeholders;
- Manages the assessment process for departmental workflows, processes and definition of data requirements and conducts relevant cost-benefit analysis;
- Provides periodic reports as required.

### **Strategic Leadership**

- Implements and enforces policies and procedures of the Organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and Department;
- Assists with the preparation of the Department's Annual Strategic Plan and Budget, and supports the Director Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Meets or exceeds performance targets;
- Deputizes for the Director Information Technology as and when required.

### ***As Unit Head***

- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans for the Unit;
- Establishes internal control processes required to manage and grow the Unit
- Meets or exceeds Unit performance targets.

### **Human Resource Management**

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff, based on the Corporate Strategic Plan;
- Ensures that the Unit's staff has sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies competencies gaps and collaborates with the Manager Training and Development to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors job specific and environmental factors, implements and promotes Health and Safety policies; and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff Performance Management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of Unit staff are clearly identified and addressed;
- Performs any other related duty that may be assigned from time to time.

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

### **Technical:**

- Comprehensive and technical knowledge of IT Architecture, and Technology.
- Thorough knowledge of established SLA's with clients.
- Cutting edge knowledge of IT direct service delivery through on line web enabled portals, use of popular social media and mobile platforms and interfaces.
- Cutting edge knowledge of technology enabled automated help desk operations.
- Knowledge of the various guiding Acts and Regulations.
- Proven experience in IT industry business applications.
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management.
- Proven and advanced skills in project management.

The incumbent is a Senior Public Servant who represents the Government at all times; who is expected to lead a team of professionals in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- Ability to work effectively under pressure.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.

### **Minimum Required Qualification and Experience**

- A Bachelor's degree from a recognized institution in Information Technology.
- At least 3 years' experience working in a managerial capacity in a IT Customer service position.

### **Special Conditions Associated with the Job**

- **Physical Demands** - Required to travel locally and pressured working conditions with numerous critical deadlines.
- **Travel** - This position requires up to 40% travel.

### **3. System Analyst (MIS/IT 4)**

#### **Job Purpose**

Reporting to the Senior Programmer, the Systems Analyst in collaboration with other IT staff is responsible for designing new IT solutions, modifying, enhancing or adapting existing systems and integrating new features or improvements, to improve the efficiency of Treasury operations, productivity, and effectiveness. In support of the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS), and other enterprise wide systems, the incumbent ensures the development of applications that meet the needs of end users, administers the Operating Systems (OS) on which these applications reside, and maintains application backup and recovery schedules.

#### **Key Responsibilities**

##### **Technical**

- Provides technical expertise and recommendations in assessing new IT software projects and initiatives to support and enhance the Treasury's existing Microsoft based systems;
- Makes recommendations on custom applications which include a number of MS-Access data capture systems for Stewardship and other databases which need to be moved into a central SQL Repository;
- Identifies opportunities that can improve efficiency of the Treasury business processes.
- Investigates and resolves application functionality related issues and provides first level support and troubleshooting all Treasury systems;
- Co-ordinates application development for multiple projects;
- Assists in troubleshooting software application issues;
- Assists in managing an outsource relationship for 3<sup>rd</sup> party application development consultants;
- Assists with application installation and testing;
- Troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements;
- Provides assistance and advice to all users in the effective use of applications and Information Technology;
- Provides minor programming for some in-house IT projects;
- Writes technical procedures and documentation for applications including operations, user guide, etc;
- Produces technical documentation for new and existing applications;
- Participates in weekly meetings with the IT network team to discuss progress and issues to be resolved, and report progress on a weekly basis to the Senior Programmer;
- Participates on IT project steering committees and be involved in the design phase of any new IT software development projects;
- Assists in the creation of the system design and functional specifications for all new development projects;
- Serves as a liaison and facilitator between all Divisions and Units to assist in addressing and resolving IT software issues;
- Collaborates with Units in regard to business process re-engineering and develop system requirement specifications that meet those needs;
- Performs any other related duty that may be assigned from time to time.

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

The following competencies are required for the effective performance of this job:

- Thorough understanding of structured programming principles, system analysis techniques, system design, industry standard testing principles, system implementation, user training and follow-up.

- Thorough understanding of multiple platform function including Mini-Computers, Personal Computers and workstations, to include operating system, utilities, shared and peer function.
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT.
- Excellent understanding of multi-disciplinary nature of IT solutions.
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage, end user experience, and training/education.
- Functional understanding of project management principles and their application to Infrastructure projects and teams.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department in a consistent, effective and efficient manner.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Ability to work effectively under pressure**
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills.

### **Minimum Required Qualification and Experience**

Essential:

- Bachelor's Degree in Computer Science or Information Technology or equivalent

Desired:

- Business Studies
- At least six (6) years' experience as a System/ Programmer Analyst or other relevant post.



### **Special Conditions Associated with the Job**

- **Physical Demands** - Required to travel locally and pressured working conditions with numerous critical deadlines.
- **Travel** - This position requires up to 40% travel.

### **4. Help Desk Assistant (MIS/IT 3)**

#### **Job Purpose**

Reporting to the Client Support Manager, the Help Desk Assistant provides technical support for the Treasury's computer systems to AGD staff, MDAs and the public. The incumbent receives and responds to requests for assistance by customers who are experiencing technical difficulties with computers or related devices such as printers or routers. The incumbent responds to telephone calls, email and personnel requests for technical support; identifies, researches, and resolves or escalates technical problems; and documents, tracks and monitors the problems to ensure timely resolution.

#### **Key Responsibilities**

##### **Technical**

- Monitors the daily receipt of tickets and automated assignments to specialists;
- Identifies any emergency/critical tickets logged and advises Unit Manager;
- Tracks ticket resolution according to SLA;
- Provides daily Management Reports on Ticket Resolution Metrics to Unit Manager;
- Follows up with specialists on unresolved tickets approaching the expiration of the SLA;
- Logs tickets manually in the event of system being down;
- Operates the Help Desk hotline and either addresses, or routes calls accordingly;
- Converts telephone requests to tickets for action by Specialists;
- Resolves issues received by phone, walk-ins or email, which are within scope, according to the established guidelines for standard responses to client issues;
- Provides remote Support Services to user base where appropriate;
- Escalates any issue that may fall outside of scope, in accordance with the established guidelines for processing;
- Logs in manually to the Ticketing System all queries/requests received outside of the formal Ticketing System to ensure that they are accounted for and tracked;
- Assists Specialist with closing tickets according to SLAs;
- Provides administrative support for the Unit;
- Performs any other related duty that may be assigned from time to time.

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

- Comprehensive and technical knowledge of Enterprise Systems and Technology.
- Cutting edge knowledge of computer hardware, systems repair and maintenance.
- Cutting edge knowledge of technology enabled automated help desk operations.
- Knowledge of the various guiding Acts and Regulations.
- Knowledge of CTMS

The following competencies are required for the effective performance of this job:

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.

- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Ability to work effectively under pressure**
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department in a consistent, effective and efficient manner.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.

### **Minimum Required Qualification and Experience**

Essential:

- A Diploma or Associate Degree from a recognized institution in Information Technology;
- Technical expertise in Enterprise Systems;
- Advanced skills in Microsoft Office Suite.
- At least 3-4 years' experience working in a technical support IT position.

Desirable:

- Training in Customer Service

### **Special Conditions Associated with the Job**

- **Physical Demands** - Required to travel locally and pressured working conditions with numerous critical deadlines.
- **Travel** - This position requires up to 40% travel.

Applications accompanied by résumés should be submitted **no later than Thursday, 10<sup>th</sup> December, 2020 to:**

**Director  
Human Resource Management and Development  
Accountant General's Department  
Ministry of Finance and the Public Service Complex  
30 National Heroes Circle  
Kingston 4**

Email: **[careers@treasury.gov.jm](mailto:careers@treasury.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.**



**Merle I. Tam (Mrs.)  
for Chief Personnel Officer**