OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
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CIRCULAR No. 37   **28th January, 2021**
OSC Ref. C. 5851¹⁷

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 posts in the **Information and Communication Technology Division, Ministry of Education, Youth and Information:**

1. **Manager, Business Application and Development (MIS/IT 7) – (Vacant)**, salary range $2,521,624 – $2,997,419 per annum and any allowance(s) attached to the post.

2. **Business Development Officer (MIS/IT 6) – (Vacant),** salary range $2,056,235 – $2,444,217 per annum and any allowance(s) attached to the post.

3. **Software Developer (MIS/IT 6) – (Vacant) (3 positions),** salary range $2,056,235 – $2,444,217 per annum and any allowance(s) attached to the post.

1. **Manager, Business Application and Development (MIS/IT 7)**

Job Summary

Under the general supervision of the Senior Director, the Manager, Business Application and Development is responsible for managing the development and implementation of information technology solutions based on user-defined business requirements that support the strategic objectives of the Ministry.

Key Responsibilities

Technical / Professional

- Develops information systems strategies in conjunction with business users, based on defined business objectives, and determine the cost/benefit impact of proposed projects to the Ministry;
- Creates, refines and enforces a structured process for the design, development, testing and deployment of all corporate information technology systems;
- Evaluates business objectives to determine whether they require new systems or enhanced existing systems for their achievement;
- Determines the feasibility, cost, time and compatibility requirements of new systems or enhancements to existing systems;
- Reviews and maintains system requirements specifications and ensures that all requirements documents contain clear, concise and accurate statements that support the information system needs of the organization;
- Oversees and supports various information systems projects, particularly those of significant magnitude in terms of complexity, cost, time-constraints, internal and external staffing, hardware and software, including;
  - ➢ supporting project planning including the analysis of preliminary business needs, budgeting, estimations of the required time and resource, definition of the project scope and objectives and securing sign-off from business users;
  - ➢ identifying needs and allocating appropriate resources to assure timely completion of specific project tasks;
  - ➢ identifying and assisting with the development of training requirements for the delivery of all information system projects, to include "train the trainer" requirements and the necessary training materials;
  - ➢ providing direction to project teams, including the assignment of individual responsibilities, tasks and technical functions;
  - ➢ continually monitoring individual progress to ensure that specific project deadlines are met;
  - ➢ co-ordinating and actively participating in all stages of project development, including research, design, programming, testing and implementation;

- ➢ actively pursuing issue resolution and communicating the project status/issues to business stakeholders and operational management;
- ➢ coordinating changes with considerable consequences for the scope and schedule of projects;
- ➢ interfacing regularly with business Unit Managers to define project direction and system change priorities;
- ➢ collaborating with project team members on solution design delivery while working closely with affected stakeholders;
- ➢ leading and coordinating project update meetings and documenting the project status and issues;
- ➢ apprising senior ICT Officers and the Information Technology Steering Committee of project status, issues and concerns;
- ➢ evaluating finished projects for goal satisfaction, on-going maintenance requirements and change/control revision procedures;
- Provides the necessary supporting documentation to enable operational areas to evaluate, prioritize and determine the cost effectiveness of information technology initiatives;
- Conducts needs analysis and resource allocation studies to determine the most effective use of Information Technology (IT) resources, and to a lesser extent, human capital resources;
- Designs and implements corporate accountability models for the utilization of information technology resources;
- Acts as the key liaison across relevant stakeholder groups, including business Units, the MIS Branch and outside vendors;
- Keeps abreast of global trends and developments in information technology and makes recommendations where the Ministry may benefit from the implementation of such technology.

Management/Administrative

- Prepares annual Work Plans for the Unit based on the Branch's corporate and action plans;
- Prepares the Unit's annual Budget and monitors the allocation and expenditure of funds;
- Prepares management reports on activities undertaken by the Unit;
- Keeps abreast of internal and external factors which are likely to impede the achievement of planned targets and recommends appropriate action to the Chief Information Officer;
- Recommends corrective action to the Chief Information Officer where targets have not been achieved;
- Formulates and implements procedures for the Unit;
- Attends management meetings as required;
- Reviews the operation and organization of the Branch from time to time and implements changes as necessary to ensure that the optimum framework for achieving objectives outlined in the Ministry's Corporate Plan is provided.

Human Resource

- Develops and manages the performance of the Section and its staff, including transferring skills, motivating staff through coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback to staff and initiating corrective action where necessary to improve performance;
- Promotes the building of institutional knowledge for the Section by ensuring that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff and recommends movement when appropriate;
- Recommends vacation leave and approves sick and departmental leave for staff in the Unit and participates in the administration of staff benefits in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies;
- Conducts monthly and other ad hoc staff meetings as required;
- Ensures that staff adheres to the policies and procedures of the Ministry and the Branch;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Collaborates with the Human Resource Management Branch in developing and implementing a Succession Planning Programme to ensure continuity of skills and competencies in the Unit and personal development and career advancement of employees;

- Fosters teamwork, a harmonious working environment, and promotes collaborative working relations;
- Conducts performance appraisals of staff supervised for the required purpose and at the required intervals;
- Performs other related functions assigned from time to time by the Senior Director ICT.

Required Knowledge, Skills and Competencies

Core

- Excellent decision-making and problem solving skills
- Excellent analytical skills and good judgement exercised
- Excellent planning and organizing skills
- Excellent oral and written communication skills
- Excellent leadership, coaching and human relations skills
- Excellent project management skills
- Strong customer service skills
- Strong training and presentation skills
- Strong skills in teamwork and co-operation
- Good time management skills
- Ability to prioritize amongst conflicting demands and make rational decisions based on a sound understanding of the facts in a limited time.

Technical

- Sound knowledge of the analysis and documentation of complex business processes;
- Sound knowledge of .NET, PHP, SQL Server and C or C++ or JAVA;
- Sound knowledge of current technological trends with respect to software development;
- Working knowledge of relevant computer platforms and solutions;
- Good knowledge of the Jamaican education system;
- A broad knowledge of the MoE's policies, procedures and regulations

Minimum Required Qualification and Experience

- Master's Degree in Information Systems/ Computer Science/ Enterprise Computing or equivalent qualifications;
- Professional certification in applicable programming languages
- Four (4) years' experience in software development

Special Condition Associated with the Job

- May frequently be required to work beyond normal working hours and on weekends
- May be required to travel locally and overseas to attend conferences, seminars and meetings
- Required to possess a valid Driver's Licence and a reliable motor vehicle.

2. Business Development Officer (MIS/IT 6)

Job Purpose

Under the general direction of the Manager, Business & Application Development, the Business Development Officer is to translate business needs and/or ideas into technical functional requirements and prepare associated documentation; collaborate with functional and technical personnel to design and implement appropriate and innovative software solutions and evaluate the results.

Key Responsibilities

Technical / Professional

- Collaborates with functional and technical stakeholders to analyse business problems, and assists in designing implementing and maintaining appropriate software solutions;
- Provides guidance to Units to envision the future and how their work will need to change to remain relevant;
- Researches, evaluates, designs and recommends technology solutions to address the Ministry's business needs;
- Collaborates with team members on solution design delivery within assigned projects while working closely with affected stakeholders;
- Provides technical advice in the development and implementation of strategic Information Technology (IT) security plans for the management and protection of sensitive materials and documents;
- Provides technical advice in the development and implementation of ICT (Information and Communication Technology) initiatives to aid the modernization process within the Ministry;
- Evaluates completed projects to determine goal satisfaction, on-going maintenance requirements, and change of controls/revision procedures;
- Audits computerized systems and maintains the related working papers;
- Prepares technical diagrams describing the logical operational steps of programs and ensure they are documented and filed;
- Researches and provides the necessary information to complete requirements documentation that will address the Ministry's operational needs and business initiatives;
- Reviews and maintains system requirements specifications and ensures that requirements documents clearly, concisely and accurately state the information system needs of the affected business Unit;
- Interprets business information requirements and translates them into data structures, which support software development exercises;
- Participates in workshops, seminars and software solution demonstrations for users;
- Conducts needs analysis and resource allocation studies to determine the most effective use of IT resources, and Human Capital Resources;
- Collaborates with business Units, technology teams and support teams in the development of ICT solutions;
- Collaborates with the e-Gov Agency in the development of any software;
- Makes recommendations to help evolve and improve the Ministry's information technology infrastructure;
- Keeps abreast of trends and developments in information technology and makes recommendations where the Ministry may benefit from the implementation of such technology.

Management/Administrative

- Makes recommendations to the Director, Business & Application Development on improvements in the processes/functions within the Section in order to enhance efficiency;
- Prepares reports on activities at required intervals;
- Provides status updates on activities implemented;
- Performs any other related functions assigned from time to time by the Manager, Business Application and Development.

Required Knowledge, Skills and Competencies

Core

- Excellent customer service skills
- Excellent analytical and problem solving skills
- Strong interpersonal skills
- Good project management skills
- Good oral and written communication skills
- Good presentation skills
- Ability to demonstrate a high level of initiative, professionalism and confidentiality
- Ability to lead or work as part of a team
- Ability to manage multiple tasks simultaneously and achieve under tight deadlines
- Ability to gather and interpret relevant data and information
- Attention to detail

Technical

- Sound knowledge of the analysis and documentation of complex business processes;
- Excellent knowledge of current technological trends with respect to software development;
- Good knowledge of the Jamaican education system.

Minimum Required Qualification and Experience

- Bachelor's Degree in Information Systems or Computer Science, Enterprise Computing or equivalent qualifications;
- Knowledge of related ISO standards and guidelines;
- Professional certification in relevant information technology areas from a recognized institution;
- Three (3) years' experience in software development.

Special Condition Associated with the Job

- Required to travel to Regional Offices and various entities within the Education Sector island wide;
- Required to possess a valid Driver's Licence and a reliable motor vehicle;

3. **Software Developer (MIS/IT 6)**

Job Purpose

Under the general direction of the Manager, Business Application and Development, the incumbent is to design, develop, implement, modify and maintain computer software and software systems to enhance the ICT operations of the Ministry and Agencies. The incumbent is also responsible for providing training, information and advice in respect of new or existing software solutions.

Key Responsibilities

Technical / Professional

- Designs, develops and implements Software Systems and, using computer tools, languages and structured programming methodologies, creates computer programs, in accordance with the Ministry's software development policies and procedures to enhance ICT operations;
- Implements the installation of Off the Shelf (commercial) software packages and develops familiarity with all aspects of the packages (procedures and source codes) where necessary;
- Ensures the compatibility of existing software products and platforms and creates codes to link them where necessary;
- Collaborates on the creation of Web applications and Web enabling interfaces for other software;
- Liaises with all Departments to ascertain specific software requirements and their level of satisfaction with the performance of existing software solutions; resolves identified issues, where possible;
- Ensures the timely and efficient maintenance of Software Systems;
- Plans and implements upgrades and modifications to existing systems to accommodate changing user needs and technology in a dynamic environment;
- Develops technical specifications for software based on user and organizational requirements;
- Keeps abreast of changes in Software Industry standards and trends, inclusive of, version upgrades, known problems or limitations, new tools, etc.; communicates findings and advises the Manager, Technical Support of their potential impact on the efficiency and effectiveness of the Ministry's operations;
- Conducts research into new software packages/platforms/systems as required;
- Assists with the identification of training requirements for various types and levels of computer users; conducts and/or facilitates training as necessary;
- Provides support to users of the Ministry's Software Applications;
- Ensures that documentation for all computer systems is up to date and reflects all enhancements/changes and modifications to various aspects of the systems.

Administrative Responsibilities

- Makes recommendations to the Manager Technical Support on improvements in the processes/functions within the Unit in order to enhance efficiency;
- Prepares reports on activities at required intervals;
- Performs other related functions assigned from time to time by the Manager, Business Application and Development.

Required Knowledge, Skills and Competencies

Core
- Good analytical and problem solving skills
- Sound judgment exercised
- Good oral and written communication skills
- Good interpersonal skills
- Good time management skills
- Ability to demonstrate a high level of initiative, professionalism and confidentiality;
- Ability to work as part of a team
- Ability to manage multiple tasks simultaneously and achieve targets under tight deadlines
- Attention to details

Technical
- Sound knowledge of .NET, PHP, SQL Server and C or C++ or JAVA
- Sound knowledge of programming in the MS Windows operating system environment
- Sound knowledge of Web enabled application development
- Sound knowledge of industry software trends and standards
- Sound knowledge of MS Office applications
- Good knowledge of Flowcharting and Flowcharting Software Tools
- Good knowledge of technical writing
- Good knowledge of the Jamaican education system.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or equivalent qualifications;
- Professional certification in relevant information technology areas from a recognized institution;
- Three (3) years' experience in programming and systems analysis.

Special Condition Associated with the Job

- Required to travel to Regional Offices and various entities within the education sector island wide;
- Required to possess a valid Driver's licence and a reliable motor vehicle;
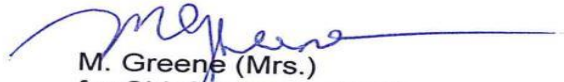
Applications accompanied by Résumés should be submitted **no later than Wednesday, 10th February, 2021 to:**

> **Director – Human Resource Management**
> **Ministry of Education, Youth & Information**
> **2- 4 National Heroes Circle**
> **Kingston 4**

> **Email: jobapplications@moey.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