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19th March, 2021

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 (AGD)**:

1. **Hardware Engineer (MIS/IT 5)**, salary range \$1,856,491 – \$2,206,784 per annum and any allowance(s) attached to the post.
2. **Systems Analyst (MIS/IT 4)**, salary range \$1,644,447 – \$1,954,731 per annum and any allowance(s) attached to the post.

1. Hardware Engineer (MIS/IT 5)

Job Purpose

Reporting to the Manager Infrastructure Operations, the Hardware Engineer is responsible for the maintenance and support of all computer hardware within the Treasury's operations. The incumbent oversees the configuration and installation of the relevant computer systems, servers, Uninterrupted Power Supply (UPS), Power Distribution Units (PDU), rack management as well as peripherals including keyboards, mouse and printers; and the troubleshooting and testing of computer hardware.

The incumbent is responsible for day-to-day maintenance and support of the hardware and power aspects of the computing environment to ensure consistency in the safety, reliability, performance and quality of Hardware and Power Systems.

The incumbent evaluates existing computer systems and improves models, and designs hardware and infrastructure solutions to meet the AGD's and other stakeholders' emerging needs.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To research, design, develop, and test computer hardware and infrastructure solutions to meet the Department's emerging needs;
- To analyze existing systems to identify flaws and or inefficiencies and make modifications that will increase the functions of computers;
- To maintain and support the hardware and power aspects of the computing environment to ensure consistency in safety, reliability, performance and quality.

Key Responsibilities

- Understands user requirements;
- Designs, develops and implements safe, effective and reliable hardware and infrastructure solutions;
- Updates systems by improving the components, layout and design of computers for increased efficiency, increasing speed and function;
- Updates existing computer equipment so that computer hardware components work together with the latest software developments, in collaboration with software developers;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Researches and documents on the technical specification, security and environmental implications of devices to be included in the Treasury's computing environment;
- Assesses various Information Technology Systems in determining their suitability;
- Assists in the technical evaluation of tenders/bids from vendors/contractors for the supply and/or installation of products and/or services;
- Monitors and manages the implementation activities of contracted vendors/suppliers for the proper installation and servicing of Hardware and Power Systems;

- Tests Hardware and Power Systems to ensure that a quality solution is accepted;
- Establishes security levels and ensures they are adhered to;
- Monitors and captures relevant environment statistics using available tools;
- Tracks and analyses resource utilisation for capacity planning;
- Ensures Hardware and power availability for Application systems;
- Ensures availability of all sufficient resources to assure system availability (spares, support agreement, power supply);
- Monitors Hardware and Power Infrastructure performance and troubleshoot problem areas as needed;
- Carries out the regular preventative maintenance activities for supported equipment;
- Effects the necessary repairs, replacement and relocation of hardware;
- Monitors and tests Power System performance and provides power system performance statistics and reports;
- Identifies and implements Industry Standards, best practices and emerging technologies to manage and monitor access to and use of hardware and infrastructure, and to create/promote new directions/advances in computer hardware/systems for the Treasury and stakeholders;
- Maintains knowledge of computer engineering trends and new technologies.
- Performs any other related duty that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Demonstrated ability to apply technology solutions to business problems.
- 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 end user experience.
- Functional understanding of project management principles and their application to Infrastructure projects.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **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.
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **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.
- **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.
- **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.
- **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-one, face-to-face, with excellent public speaking skills.

Minimum Required Education and Experience

- Bachelor's Degree from a recognized institution in Computer Engineering OR equivalent;
- Six (6) years' experience in a related technical IT position;
- Experience in hardware and power system design, configuration and maintenance;
- Experience in related IT disciplines such as data processing, hardware platforms, enterprise software applications, database administration and outsourced systems.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

2. Systems 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.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To act as liaison between the AGD and Suppliers/Developers of solutions;
- To examine existing IT systems and business models;
- To analyse systems requirements;
- To undertake product development;
- To implement, configure and test feasible solutions:
 - Conduct cost analysis and agree the timeframe to implement the proposed solutions
 - Specify and shape system requirements and operations, user interface and output and develop proposals
 - Work closely with staff and Software Developers, during the report and implementation phases.

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 3rd 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 the 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 reports 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

- 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-one, face- to- face, with excellent public speaking skills.

Minimum Required Education and Experience

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

Desired:

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

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Thursday, 1st April, 2021 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

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**