



**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. 124**  
**OSC Ref. C.6222<sup>8</sup>**

**12<sup>th</sup> April, 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 be assigned to/fill the following posts in the **Post and Telecommunications Department**:

1. **Information Manager (MIS/IT 6) – (Contract)**, salary range \$2,056,235 - \$2,444,217 per annum and any allowance(s) attached to the post.
2. **Postal Crime Analyst (SOG/ST 5) – (Vacant)**, salary range \$1,271,811 - \$1,511,784 per annum and any allowance(s) attached to the post.

1. **Information Manager (MIS/IT 6)**

**Job Purpose**

The incumbent is responsible for Internet and Network connectivity across the postal points island-wide. The incumbent will ensure adherence to best practices and proven methodologies to promote continuous information operations and the integration of new value-added technical services and technology. The incumbent is responsible for a mission critical service requiring stability, reliability and performance optimization. The responsibilities include LAN/WAN availability, server and network hardware, software and related applications at all postal points. The incumbent will also provide technical expertise.

**Key Responsibilities**

***Management/Administrative:***

***Strategic/Administrative Support:***

- Participates in the Strategic and Operational Planning of the Organization;
- Contributes to the preparation and/or revisions of the Operational Plan;
- Attends Departmental meetings, conferences and seminars.

***Technical/Professional:***

- Provides network design, implementation, definition and co-ordination of standards, project management and technology research;
- Develops, maintains and supports LAN and multi-site enterprise WAN architecture, to support Strategic Objectives of the Organization;
- Monitors, assesses and reports on network and server bandwidth and resource utilization;
- Co-ordinates and executes upon approved adjustments and changes that increase performance and availability;
- Prepares and maintains documentation of network configurations and cabling layouts;
- Manages all related vendor support contracts for network hardware, software and connectivity;
- Designs, deploys and administers the wireless infrastructure and supporting systems;
- Recommends upgrades, patches, new applications and equipment;
- Trains Team Members on new hardware or software;
- Develops and monitors policies for the use of network resources;
- Monitors network to ensure optimal performance;
- Creates and maintains network users/permissions;
- Administers firewalls and Internet VPNs;
- Sets up and configures server hardware;
- Integrates the IP telephony system with enterprise LAN, WAN, wireless LAN and other Internet-based services and protocols;
- Ensures integrity and availability of data through continuous assessment of data backup operations;
- Provides advance notification of all planned system and network outages and sets realistic expectations on availability;

- Co-ordinates and manages communication with stakeholders during all unplanned outages and incidents;
- Completes, maintains and processes pertinent paperwork and records;
- Performs any other related duties as directed by Supervisor.

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

- Knowledge of the Post Corp products and services
- In-depth knowledge of Windows systems, networking and database fundamentals
- Knowledge of network management, installation and configuration
- Good problem solving and decision making skills
- Good use of initiative
- Adaptability
- Good oral and written communication skills
- Good analytical and critical thinking skills
- Good planning and organizing skills
- Ability to work in a team
- Strong leadership skills
- Ability to manage external relationships
- Customer and quality focus
- Good interpersonal skills

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

- Bachelor of Science degree in Computer Studies/Information Technology from an accredited tertiary institution with prior experience with IT Service Management and/or IT Asset Management tools;
- Cisco Certification or other equivalent industry standard;
- Seven (7) year's related work experience in network administration.

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

- High risk environment;
- Exposure to criminal activities with Local, Regional and International reach;
- Extensive travelling;
- Must own and operate a reliable motor vehicle.

## **2. Postal Crime Analyst (SOG/ST 5)**

### **Job Purpose**

Under direction supervision of the Chief of Security the Crime Analyst performs a variety of analytical duties related to crime and law enforcement statistics. The incumbent gathers, collates, categorizes, and analyzes narrative and statistical data pertaining to past and current criminal activity; prepares and disseminates reports and recommendations pertaining to existing and anticipated criminal activity, threats and vulnerabilities, to authorized personnel in order to increase the effectiveness of safeguarding the Postal System, the apprehension of suspects, the recovery of public assets and in support of loss and crime prevention activities across the Department.

The incumbent also provides technical assistance to the investigative process; provides analysis and recommendations concerning the Security Unit's functions.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Prepares Individual Work Plan in collaboration with Supervisor;
- Develops and maintains liaison with Local, Regional and International Law Enforcement Agencies for the purpose of exchanging crime information and intelligence;
- Reviews Security Audit and Investigation Reports and recommends the mitigation of security, risk and threat exposures identified;
- Co-ordinates loss prevention assessments with Internal Audit, Personnel and other Units and Sections, where applicable;
- Provides technical assistance to the investigative process; prepares, reviews and analyzes Crime Statistics and Reports to identify, evaluate and provide crime patterns and suspect correlations, leads and profiles; compiles and provides a variety of information concerning stolen public revenue and other assets;

- Assists in preparing Strategic Action Plans;
- Prepares and delivers presentations on detailed crime information, graphics, bulletins and related materials for the Unit and/or Department;
- Communicates with other staff, Units, Sections, Departments and allied and outside Agencies to exchange information, co-ordinate activities and resolve issues or concerns; contacts Police Departments to request statistical crime information;
- Provides training to Department personnel concerning the use of Crime Analysis Information and Reports;
- Keeps abreast of the latest Case Management Software and associated technology, practices and Industry best practices by reading and attending workshops and seminars, locally and overseas.

***Technical/Professional:***

- Conducts extensive research and strategic crime analysis to identify crime patterns and trends; analyzes long term crime patterns and trends, using probability studies and complex statistical analyses such as random samplings and correlation;
- Develops and implements reports using various analytical and business intelligence tools;
- Develops and tests hypotheses; develops victim and suspect profiles (e.g. physical or vehicle description profiles); forecasts future criminal activity;
- Assists Operations and Management personnel in planning the deployment of resources effectively and efficiently, for the identification, prevention and suppression of criminal activity by using charts and graphs;
- Compiles and analyzes a variety of Investigative, Audit and Loss Prevention Reports and statistical data from a variety of sources related to crime and law enforcement statistics to support crime prevention activities and enhance the safeguarding and recovery of public revenue and other classes of assets by mapping crime trends and patterns and correlating a variety of crime related data; assists in the investigative process and provides analysis and recommendations concerning fiscal resource utilization, investigation planning, proposed security solution architecture, technology, human and technological deployment of resources, special operations, co-ordination of administrative services, project planning and budgeting so as to develop and enhance the security solutions within the Postal System;
- Provides analysis and recommendations concerning a variety of Department functions, such as resource utilization, investigation planning and deployment, special operations and tactical deployment, Unit budgeting, programme planning and co-ordination of administrative services;
- Receives, prioritizes and logs statistical analysis and reporting requests; establishes timelines for completion of Statistical Reports;
- Provides assistance in the case clearance process and performs related comparisons;
- Develops and maintains manual and automated systems for the storage and retrieval of crime data/information, readily;
- Identifies anomalies in data and provides information on proposed solutions and impact.

**Required Knowledge, Skills and Competencies**

- Knowledge of Security Mechanisms
- Knowledge of Security Architecture
- Knowledge of Occupational Safety and Health
- Knowledge of UPU Security Standards and Post Office Act (1941)
- Knowledge of Post Office Act (1941)
- Knowledge of the Government's/Department's policies and procedures
- Incident handling and analysis skills
- Project Management skills
- Risk Management skills
- Customer and quality focus
- Good oral and written communication skills
- Good planning and organizing skills
- Good use of initiative
- Good interpersonal and social skills

**Minimum Required Qualification and Experience**

- Bachelor of Science Degree with a major in Criminal Justice, Law Enforcement, Statistics, Behavioral and Social Sciences or Sociology or a closely related field;
- Certification in the Principles and Practices of Statistical Research and Analysis;
- Certification in Criminal Analysis and Intelligence Gathering;
- Certification in Research Methodology;

- Five (5) years' experience in Crime/Intelligence Analysis or Law Enforcement Investigative support activities earned in a Criminal Justice or Law Enforcement setting/Agency.

**Special Conditions Associated with the Job**

- High risk environment;
- Exposure to criminal activity;
- May be required to work after regular working hours, weekends and public holidays.

Applications accompanied by résumés should be submitted **no later than Friday, 23<sup>rd</sup> April, 2021 to:**

**Director, Human Resource Management and Development  
Post and Telecommunications Department  
6-10 South Camp Road  
Kingston**

Email: [hrunit@jamaicapost.gov.jm](mailto:hrunit@jamaicapost.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**