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. 193   **15th June, 2021**
OSC Ref. C. 4664[13]

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 **vacant** post of **Manager Infrastructure Operations (MIS/IT 6) (Contract)** in the **Accountant General's Department**, salary commencing at $4,187,653 per annum and any allowance(s) attached to the post.

Job Purpose

Reporting to the Director Information Technology, the Manager Infrastructure Operations will ensure the development, implementation and maintenance of a robust Information Technology Infrastructure Platform that can support the demands of the AGD, in its thrust of modernization and automation. The incumbent is also responsible for the Infrastructure & Operations (I&O) function throughout the AGD. This includes Data Center Operations (rack management, servers, storage, operating environment (A/C, power, lighting), networking & appliances), and network administration.

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

- To manage and support the entire operations infrastructure for the AGD to facilitate the establishment and maintenance of appropriate information systems
- To establish and maintain strong, strategic partnerships with vendors and service providers
- To manage and monitor IT equipment lifecycle and develop technical specifications and recommendations as required
- To co-ordinate and design comprehensive disaster recovery architecture which includes redundancy at all points of failure.
- To manage and maintain infrastructure at the AGD's Business Continuity Site and support the execution of its Business Continuity Plan as required.
- To establish and maintain a robust printing environment within the AGD by utilizing advanced technology.
- To analyze technology trends and contribute to the development of an ICT strategy, architecture, and delivery processes designed for agility and cost effectiveness.
- Responsible for the technical performance and quality of work produced by direct reports.

Key Responsibilities

Technical

- Provides sound advice to the Accountant General, the Director Information Technology and other stakeholders on:
  - ✓ Technical and IT infrastructure requirements;
  - ✓ Emerging infrastructure and End User Computing services and technologies having characteristics likely to provide benefit to the efficiency or capabilities of the Department;
  - ✓ Opportunities to apply new technologies or other solutions to challenges facing the AGD's operations and/or business services;
  - ✓ Changes or emerging risks in supplier or product status and capabilities, standards and protocols, or other industry, market, or technology factors that may influence or impact IT systems and processes.
- Provides infrastructure services vision, enable innovation and leverage IT trends that can create business value consistent with the AGD's requirements;
- Leads GoJ-wide, Strategic Technology initiatives to build and maintain key elements of the AGD's enterprise infrastructure, including but not limited to 24x7 Data Centre operations; mobility; and remote access services, ubiquitous (GoJ-wide) Wireless Networks, and Enterprise-scale messaging environments;

- Participates in the development, tracking, optimizing and enforcing of short-term and long-term Information Systems Budgets for the Unit;
- Manages the day to day operations of the Unit guaranteeing the smooth running of all ICT infrastructure;
- Participates in product evaluations, product and service selections, to ensure that pricing, terms, and conditions for supplier contracts meet AGD's and IT standards and requirements while achieving optimal results;
- Manages the design, establishment, and maintenance of a Network Infrastructure for local and wide area connectivity and remote access;
- Conducts technical needs analysis for technology based infrastructure solutions to satisfy the requirements of the AGD, MOFP and other MDAs;
- Ensures that the Unit Administers Network activities and functions for the AGD using information, software, hardware, policies, and procedures to plan, configure, operate, optimize, and troubleshoot networks and communication devices;
- Provides secure access to the network for remote users;
- Manages the deployment of new computer equipment and evaluates the risks associated with adopting new technologies and computer systems;
- Ensures that automated solutions are incorporated to enhance the efficiency of the operations of the AGD, in the provision of infrastructure platforms;
- Assesses and anticipates infrastructure requirements and recommends appropriate actions and resources;
- Provides infrastructure requirements for the development and implementation of systems;
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT infrastructure solutions;
- Manages crisis situations, which may involve complex technical infrastructure problems;
- Ensures effective management of IT assets and achievement of full lifecycle value;
- Monitors equipment logs using appropriate software to aid in the detection and resolution of technical problems;
- Prepares appropriate technical and end user documentation for the Unit and other stakeholders for new infrastructure delivered by the Unit;
- Keeps current with emerging IT trends, and current dominant technologies;
- Ensures comprehensive disaster recovery architecture is maintained and operations are in place;
- Develops security tools, policies and procedures in conjunction with the company's security team;
- Builds and maintains relationships with all internal Units;
- Provides periodic reports as required;
- Signs Job Description and Individual Work Plan.

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 AGD;
- Assists with the preparation of the Department's Annual Strategic and Operational Plans and Budget, and supports the Director Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Provides leadership for delivery of 24/7 service operations and KPI achievement - establishes metrics, Key Performance Indicators, and Service Level Agreements (SLAs) to continually improve the performance of IT operations- Participates in the establishment of the strategic and tactical goals, policies, and procedures for the Unit;
- Establishes and implements systems for reporting on 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;
- Leads in the smooth and efficient operation of the Unit through the management of daily operations.

Human Resource Management

- Plans, organizes and directs the work of direct reports by overseeing the development of performance targets for staff, based on the Corporate Strategic Plan;
- Ensures that direct reports have sufficient and appropriate 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

Core
- Good oral and written communication skills
- Good problem solving and analytical skills
- Good customer focus skills
- Results focus
- Integrity

Technical
- Good knowledge of Information Technology Principles
- Good knowledge of legislations, policies and procedures
- Knowledge of computer systems audit.
- Knowledge of the various related guiding acts, laws and regulations
- Comprehensive and technical knowledge of IT architecture, and technology
- Demonstrated ability to apply technology solutions to business problems
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management
- Extensive knowledge of and experience in Data Centre Operations, telecommunications, network engineering, Data Centre Applications, client/server computing, and production operations support. Specific technologies of note including but not limited to Enterprise Servers, Hyper-V, VMware, Enterprise level SANs, Cisco Voice and Networking, and POE Network Switches
- 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.

Managerial
- Good Leadership Skill
- High Emotional Intelligence
- Good Performance Management Skills

Minimum Required Qualification and Experience

Essential:
- A Bachelor's Degree from a recognized institution in Computer Science OR Information Technology OR equivalent;
- Incumbent must have technical expertise in IT Systems;
- Experience in related IT disciplines such as data management, hardware platforms, network administration and outsourced systems;

Desirable:

- Certification from a recognized IT certifying body;
- At least four (4) years' experience, in a related technical IT position and at least two (2) years in a managerial capacity.

Specific Conditions Associated with the Job

- **Physical Demands -** Pressured working conditions with numerous critical deadlines.
- **Work Environment -** Normal office conditions

Applications accompanied by résumés should be submitted **no later than Monday, 28th June, 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**

The successful candidate will be engaged on a fixed term contract for a period of three (3) years, subject to a favourable background check.

Please note that only shortlisted applicants will be contacted and that previous applicants should not re-apply.

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