



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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**CIRCULAR No. 250**  
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**23<sup>rd</sup> July, 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 **vacant** post of **Business Analyst (GMG/SEG 3)**, in the **Accountant General's Department**, salary range \$2,453,125 - \$2,915,995 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Reporting to the Accountant General, the Business Analyst works with stakeholders from all Business Units and related third parties to define and document business processes and software requirements for technology initiatives, upgrades and maintenance. This also includes content management systems, and business information systems.

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

- To review the actual processes within the AGD business.
- To make or suggest a more efficient model and work flow process.

### **Key Responsibilities**

- Prepares plans of individual projects; identifies the "as is" and "to be" scenarios, and conducts a gap analysis;
- Prepares requirements gathering, model multiple solutions, and defines the scope using optimum, solution;
- Obtains approval from Business Units and business owner;
- Prepares test case and knowledge transfer to IT/Developers;
- Works with the Treasury IT project process covering all business aspects from requirements gathering through implementation;
- Provides support after implementation, monitoring and evaluation;
- Facilitates the relationship with business users and delivery team;
- Takes responsibility for requirements gathering, business analysis, functional design, system and integration testing
- Ensures that specific project deliverables are produced on time in accordance with the Project Plan and makes sure that all relevant parties are informed of progress;
- Reports project progress at regular intervals to the business owner and produces key documentation for distribution;
- Maintains a quality control process and ensures that project deliverables meet the required quality standards;
- Monitors risks and issues for a successful outcome;
- Provides ideas to enhance/improve the delivery process of Treasury projects;
- Identifies user needs and resolves problems;
- Liaises with system stakeholders to elicit stakeholder needs and identifies system features required to support those needs;
- Ensures that system requirements are described and modeled using appropriate techniques, i.e. business process modeling, case modeling, user story definition, specification by example;
- Defines/Enforces system scope and managing changes to requirements;
- Guides the Business Units in appreciating the cost/benefit of potential solutions and ensuring the best result;
- Understands the end to end solution from both a business and technical perspective;
- Supports the design, development and testing of the solution;
- Identifies recommendations for improvements to processes, practices and procedures and implements changes with minimal disruption;
- Meets or exceeds Divisional performance targets;
- Performs any other related duties that may be from time to time assigned by the Accountant General.

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

- An advanced and solid understanding of end to end process or processes in Business Units
- Demonstrated technical and business documentation and small-large group facilitation skills
- Domain expertise in business administration, finance administration or accounting administration
- Excellent change management skills
- Ability to design and implement process and structure where none exists
- Proven ability to develop a clearly defined and focused business vision
- Proven and advanced skills in project management
- Able to meet and deliver on deadlines and able to work effectively under pressure
- Strong stakeholder management - able to build trust and respect at a high level
- Excellent communicator at all levels in the organization, both oral and written
- Highly organized, self-motivated, and action oriented
- Ability to focus on both the big picture and the details
- Excellent workshop/meeting facilitation/presentation skills
- Capable of working with minimal supervision, flexible in approach and able to adapt to changing circumstances of the project
- Demonstrative problem solving and decision making skills
- Proven skills in defining problems, generating alternatives, evaluating and selecting alternatives
- Ability to work collaboratively and effectively
- Be of excellent moral standing
- Excellent leadership and team-building skills
- A team player who can demonstrate leadership as well as support for colleagues;
- Eliciting Requirements: This is a major function of the job as requirements are the basis for determining the need by the business unit to solve a business problem
- Analytical Thinking and Problem Solving. Structured Analysis - The incumbent must have competencies in the art of modelling to identify and evaluate requirements, help identify and validate requirements, document and communicate requirements and, organize information into coherent ideas
- Documentation: Must be able to create the Business Requirements Document – providing insights on the “as is” and “to be” states of the AGD business processes
- Testing: Must be able to test by preparing test case scenarios
- End user support: Must be competent and able to provide end-user support even after the product is delivered. This is a vital competency
- Be highly adept in supporting the development of effective working relationships between Business Units, IT and other third parties
- Must have an excellent grasp and understanding of the business knowledge. Must be able to support the understanding of the treasury or other environment in which the business analysis is performed and knowledge of general business principles and available solutions
- Must be an excellent communicator. The business analyst main tool is communicating to elicit requirements among stakeholders. Communication skills are necessary to address the need to listen to and understand the audience, understanding how the audience perceives the business analysis, understanding the communications objective(s), the message itself, and the most appropriate media and format for communication
- Effective and deployable interaction skills. This skill supports the business analyst when working with large numbers of stakeholders, and involves both the ability to work as part of a larger team and to help that team reach decisions. She/he must be able to identify and describe a desired future state, and must also be able to help the Accountant General's Department (AGD) reach agreement that the future state in question is desired through a combination of leadership and facilitation
- Adaptive communication. Ability to communicate with various and diverse teams/stakeholders; adjust to crisis; communicate the value of IT and innovation
- Communication Proficiency: The job requires that the incumbent be an excellent communicator. Orally, in writing, in one on ones face to face, and possess excellent public speaking skills
- Ethical Conduct: The incumbent is a senior public servant who represents the government at all times. She/he must be of good moral turpitude. As well, she/he must demonstrate sound business ethics; observe the codes of conduct for employees and codes of professional practice
- Leadership: Must be an effective leader
- Performance Management: This position set the standard for activities that ensure that goals and objectives of the Department are met in a consistent effective and efficient manner
- Problem Solving/Analysis: the job environment is dynamic. The incumbent must have the capacity to analyze problems quickly, chose between alternatives and effect meaningful solutions

- Strategic Thinking: The incumbent must be a strategist. S/he must possess the ability to derive effective plans in keeping with the Department's objectives within a particular situation. This strategic thinker will ensure the proper review of policy issues, perform medium and long term planning, set goals, determine priorities and identify potential risks and opportunities
- In-depth technical and working knowledge business processes
- Knowledge of the various guiding Acts and Regulations
- Knowledge of computer systems audit

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

- Bachelor's Degree in Information Technology or Computer Technology;
- At least seven years' experience providing consulting advice to IT and business management teams in business systems analysis and design, preferably in the Finance Sector;

#### ***Essential:***

- Certification as a member the International Institute of Business Analysts IIBA or any other recognized certifying body;

#### ***Desirable:***

- Graduate degree in Business Administration; Accounting or Finance;
- Project management in a Finance background.

Applications accompanied by Résumés should be submitted **no later than Monday, 9<sup>th</sup> August, 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](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**