OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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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 **Postal Corporation of Jamaica:**

1. **Director, Information Technology and Business Service (MIS/IT 7)** salary range $2,521,624 – $2,997,419 per annum and any allowance(s) attached to the post.

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

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

4. **Hardware Technician (MIS/IT 3)** salary range $1,103,782 – $1,312,050 per annum and any allowance(s) attached to the post.

1. **Director, Information Technology and Business Service (MIS/IT 7)**

Job Purpose

The Director, Information Technology and Business Services reports to and works closely with the Senior Director, Operations to manage the day-to-day operations and maintenance of Information Technology enabled business support services and all Information and Communication assets of the Postal Corporation of Jamaica (PostCorp) in keeping with its mandate.

The incumbent will facilitate the provision of Electronic Information Systems/Applications to enable improved efficiency and productivity of the Organization, through the use of appropriate Information Processing technologies and business services in the most cost-effective manner.

Key Responsibilities

Management and Administrative
- Participates in the development of the Corporation's, Budget, Operational and Unit Plans;
- Develops operational systems, policies and procedures to guide the activities of the Branch;
- Prepares and submits activity/performance and other reports as requested;
- Advises the Senior Director, Operations on matters relating to portfolio responsibility;
- Represents the Department at meetings, seminars and special committees as directed;
- Ensures a corporate approach to the delivery of IT and Business Services across the Department/Corporation and provides a secure, reliable and efficient computer system environment;
- Reviews and signs-off on Terms of References, Information Specifications, Service Level Agreements (SLAs), Business Model Specifications, and other pertinent IT documentation;
- Deputises for the Senior Director, Operations during periods of absence as directed, ensuring a consistency of approach and decisions which align with the Corporation's/Department's goals and objectives;
- Develops and manages the IT and Business Services Budget, and institutes corrective measures when the Budget is not being met, including signing off on invoices and quotes, escalates out of budget items to the Chief Executive Officer for approval, and ensures that the Team obtains all necessary tools and equipment to effectively execute their duties;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans.

Technical/Professional
Strategic

- Initiates, plans and implements strategies for the provision and management of IT and business services to support and drive the Corporation's Management and Technical Operations;
- Ensures the provision of technical assistance in all areas to end users by sustaining sufficient operational capability to achieve acceptable response times, especially during peak periods, and to minimize down times to an acceptable level;
- Collaborates with senior leadership to develop, maintain and upgrade appropriate Information Technology (IT) Systems in accordance with Corporation's needs;
- Ensures that effective arrangements are in place to satisfy Information and Telecommunications requirements for the Corporation/Department and its Units/Divisions in a time-sensitive, responsive, and cost-effective manner (with particular emphasis on data communication);
- Establishes a Business Continuity and Recovery Policy for IT and Business Service tools, resources and management that provides guidelines for common situations and a Framework by which the Corporation can cope with exceptional circumstances/emergencies/disasters;
- Reviews IT and Business Service strategies of the Corporation's/Department's Units/Divisions to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Corporation that will improve the Organization's ability to manage through the effective use of proven management approaches and techniques, and available technological tools;
- Works with the Management Team to determine and plan for future IT and communications hardware, software and security requirements that will integrate existing and proposed information systems into a Corporate-wide Management Information System, making judicious use of proprietary software and taking full advantage of decision support technologies.
- Develops, implements, monitors and improves IT and Business Services mechanisms, systems and processes that drive improvements in the efficiency, effectiveness and quality of service delivery across the Department;
- Advances and implements appropriate standards and procedures necessary to create the proper Framework for IT and Business Services Development and maintenance, network configurations, and effective interaction with end-users;
- Manages core IT and Business Services that support business operations, and work with line directors/managers (including postal divisions, finance and accounts, HR, legal, administration, and communications) to troubleshoot problems, develop solutions and resolve issues to safeguard excellent standards of IT and business support delivery;
- Engages, and collaborates actively with Government entities, Private Sector organizations, suppliers, vendors and Industry groups to ensure that business and customer objectives provide input used to define the IT/Business Service Management approach that will optimize outcomes for the Department and its clients through IT and business services support;
- Collaborates with line directors/managers to implement appropriate Electronic Records and Information Management Systems that will support and secure the work of respective Divisions and the Department;
- Ensures compliance with all licensing requirements and other regulatory stipulations for Government IT and Cyberspace Activities for the Department.
- Emphasizes data communications in the design of future information systems, supporting more effective approaches to verbal and written communications, and that will link the Corporation to other entities as may be required.

Procurement, Contracts and Project Management

- Plans, advances and secures approval for the Procurement Plan and Budget for IT and Business Services, that will support operations for the year and/or other specified periods, to enable continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Corporation;
- Works with the Procurement Director to acquire/procure IT and Business Service Systems, tools, equipment and other resources in accordance with the requirements of the organization;
- Engages in contract management and related negotiations with suppliers, vendors, service providers and consultancies as necessary or required;
- Selects and effectively apply Project Management tools and control techniques to all projects to manage projects within agreed cost, time and quality parameters;
- Oversees and co-ordinates the integration of office automation equipment and applications into the Corporation's Computer Network and future information systems designs.

Quality Management
- Ensures the quality and effectiveness of all projects undertaken by the Corporation/Department;
- Keeps up-to-date with IT and Business Services best practices and trends, and advises the Postmaster General/Chief Executive Officer where adoption will add value to the current services delivered;
- Develops and implements a regular quality review and improvement process for the Corporation in accordance with relevant standards;
- Regularly seeks and responds to feedback and suggestions for improvement from the Corporation's Management Team, staff and external stakeholders on operational systems and processes to inform IT and Business Services development;
- Ensures that issues and/or concerns of Divisions/Units are managed and/or escalated to the appropriate level within the Corporation;
- Promotes ergonomically sound working space for all personnel who work with computer equipment;
- Manages the development and roll-out of end-user training based on the needs identified for the Corporation/Department's officers and ensures appropriate action is taken to raise and maintain their skills that will aid in sustaining a high standard of agility and productive use of the various systems and tools.

Promote professional external relationships
- Maintains and develops positive strategic relationships with internal and external stakeholders;
- Works proactively to resolve internal grievances and external complaints, concerns or conflict in a positive manner;
- Engages in the development, nurture and maintenance of effective working relationships with internal and external stakeholders to identify changes and new Industry developments which can impact Department operations and goals to inform IT and Business Services Development in the short, medium and long-term.

Contribute positively to Corporation's organisational culture
- Works in partnership with all members of staff to provide strong, accountable leadership, clearly articulating our values and standards;
- Promotes and models the Corporation's Code of Conduct, values and professional standards to all staff, clients, partners and external stakeholders;
- Adheres to policies and procedures and management directives, and ensures that issues and/or concerns of Departments/Units are managed and/or escalated to the appropriate level within Corporation.

Human Resource Management
- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required Training and Development Programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Unit;
- Participates in the recruitment of direct reports for the Unit;
- Recommends Vacation Leave for direct report in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent leadership skills
- Excellent interpersonal skills
- Good planning and organizational skills
- Excellent problem solving and decision making skills
- Ability to work with others in the pursuit of team goals
- Sound knowledge and understanding of the strategic planning process
- Sound knowledge of the ICT applications in business functions and
- Sound knowledge and understanding of IT and business service management, project management, Government procurement and general management

- Sound knowledge and understanding of Government procurement and contract management, as well as experience in developing and monitoring programme and/or project Budgets while effectively managing contracts to achieve value for money
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Sound knowledge of and demonstrated experience in developing and implementing effective Operational Systems and procedures, as well as providing operational support to a multifunctional organization in a complex, high expectation and high volume environment
- Working knowledge and understanding of legislation and regulatory Frameworks governing Corporation Management and operations, as well as an appreciation of issues and trends concerning the Postal Industry

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Information Systems, Information Technology, Business Administration or equivalent qualification from an accredited tertiary institution; plus
- Six to seven (6-7) years' work experience, with at least five (5) years in a management position
- Practical experience in the implementation of at least three (3) major computerized systems.
- Experience in government organizations, particularly in a regulatory or monitoring capacity, would be an asset.

Special Conditions Associated with the Job

- Normal office hours, with occasional long and unscheduled work hours to resolve issues, carry out emergency and disaster preparations and meet critical deadlines (including on weekends and public holidays).
- Work requires almost exclusive usage of computers.
- Will be required to travel island wide.

2. Information Manager (MIS/IT 6)

Job Purpose

The Information Manager is responsible for Internet and network connectivity across 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. The incumbent will provide technical expertise.

Key Responsibilities

Strategic/Administrative Support
- Participates in the Strategic and Operational planning of the Organization;
- Contributes to the preparation and/or revisions of the Operational and Unit Plans;
- 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, 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 set 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.

Human Resource Management
- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required Training and Development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Unit;
- Participates in the recruitment of direct reports for the Unit;
- Recommends Vacation Leave for direct report in keeping with established Human Resource policies.
- Recommends/administers disciplinary action in keeping with established Human Resource policies.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent leadership skills
- Excellent interpersonal skills
- Good planning and organizational skills
- Ability to work with others in the pursuit of team goals
- Sound knowledge and understanding of the strategic planning process
- Sound knowledge of the ICT applications in business functions and
- Excellent problem solving and decision making skills
- Expertise with network monitoring and analysis tools
- Knowledge of current technological development tools especially in the areas of database management
- Knowledge and expertise to formulate, develop implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis.
- Knowledge of in-house platforms such as Windows 2008/2012/2016 Server, Exchange 2010/2013/2016 Server, Microsoft Forefront Threat Management Gateway (Forefront TMG), Fortigate Unified Threat Management (UTM) and Next Generation Firewalls (NGF), Windows 10 Professional and Windows Defender Antivirus.
- Ability to perform typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, DHCP and IIS support functions.
- Ability to install, configure and troubleshoot Windows 2008/2012/2016 Servers and active directory.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Information Systems or equivalent qualification from a recognized institution; plus
- At least five (5) years working experience in an IT development environment;
- Professional certification (MCSA, CCNA) is highly desirable;
- Knowledge of Project Management would be an asset.

Special Conditions Associated with the Job
- May be required to work long and unscheduled work hours to meet critical deadlines.
- A valid driver's licence and ownership of a motor vehicle is required for this post.

3. Infrastructure and Information Specialist (MIS/IT 6)

Job Purpose

The Infrastructure and Information Specialist has direct responsibility for the network and the Corporation's entire Information and Communication Technology (ICT) equipment as well as software critical to the optimal functionality of the infrastructure. It is also the Specialist's duty to ensure that all ICT equipment purchased by the Unit conforms to Government's standards and are kept fully functional. The incumbent will provide critical support to the Corporation in its efforts to use electronic means/technology to increase efficiency and effectiveness in monitoring the industry for compliance while facilitating its timely growth and development.

Key Responsibilities

Management and Administrative
- Participates in the development of the Corporation's, Budget, Operational and Unit Plans;
- Collaborates with supervisors to prepare Individual Work Plan for signing and submission;
- Assists with the development of operational systems, policies and procedures to guide the activities of the Unit;
- Prepares and submits activity/performance and other reports as requested;
- Advises the Director of matters relating to portfolio responsibility;
- Represents the Department at meetings, seminars and special committees as directed.

Technical/Professional
- Provides a secure, reliable and efficient ICT based environment by:
  - ✓ Overseeing the implementation of Local and Wide Area Networks (LWAN) including network servers, routers, switches, firewalls, workstations and other peripheral devices;
  - ✓ Ensuring the installation and configuration of network servers for Email, Internet, Proxy, Web and Intranet services;
  - ✓ Managing installing and configuring all necessary telecommunication devices.
  - ✓ Ensuring that network and communication Work Plans are executed according to agreed standards, targets and schedules;
  - ✓ Diagnosing, analysing and resolving complex and routine server, network, computer hardware and infrastructure problems as they occur;
  - ✓ Ensuring the installation of server, network, computer and telecommunications related operating software, upgrades and patches;
  - ✓ Maintaining proper documentation of all aspects of IT infrastructure.

Optimizes system performance by:
  - ✓ Monitoring servers and computer systems and implementing parameter tuning geared to improving system performance;
  - ✓ Customizing modifiable system files to improve performance as instructed;
  - ✓ Providing restricted system information as requested by authorized personnel;
  - ✓ Diagnosing, analysing and resolving simple routine system management-related problems;
  - ✓ Maintaining documentation regarding network configurations, operating procedures and service records relating to network hardware and software.
  - ✓ Assisting in providing training for end users by:
    - ➢ Reviewing system logs to identify areas of poor usage and/or abuse of the network and computer systems
    - ➢ Defining user requirements
    - ➢ Determining course participants
    - ➢ Preparing course material and handouts
    - ➢ Facilitating the delivery of user training.

Ensures the security and integrity of the networked computer system by:
  - ✓ Participating in risk analysis and periodic reviews;
  - ✓ Assisting in devising measures for back-up, system redundancy, virus prevention and disaster recovery, which will minimize exposure to potential threats and reduce recovery time after disasters;
  - ✓ Establishing secure connectivity with the internet for related services such as email, web browsing, VPN, FTP etc.
  - ✓ Maintaining Mail, Web and Intranet Servers.

Conducts the installation of servers, computers and peripherals throughout the Corporation by:
  - ✓ Inspecting sites to assess infrastructural needs;

- ✓ Developing hardware and software specifications, request for quotation/proposal, for the award of contracts and other related documentation;
- ✓ Supervising the work of contractors and making recommendations for corrective actions or payment;
- ✓ Preparing operational procedures for equipment use and maintenance of operating environment;
- ✓ Monitoring the supply of electricity to computers and related equipment to ensure the availability of clean and continuous power at all times, except for scheduled maintenance;
- ✓ Keeping abreast of trends and developments in Information Technology, especially in networking and communication related devices, system software and diagnostic tools;
- ✓ Overseeing the activities of the Infrastructure Development function, including assisting with the development of that component of the Corporate/ Operational and Unit Plans and Budget and monitoring the Section's achievement against them.

Plans, organizes and directs the work of the staff by:
- ✓ Participating in the selection, training and assessment of staff;
- ✓ Ensuring that the duties and responsibilities of staff are conveyed to them in writing;
- ✓ Assisting in developing and maintaining proper operational standards and techniques for staff;
- ✓ Assisting in exploring and interpreting policy and directives of the Corporation/Board for staff;
- ✓ Promoting an environment conducive to the proper functioning of staff motivating staff in order to maintain a high morale within the Unit.

Ensures efficient and economic use of the computer capabilities by:
- ✓ Developing and implementing Operating/Administrative procedures for the co-ordination and scheduling of data processing operations;
- ✓ Developing procedures and criteria for establishing job priorities in consultation with the Director;
- ✓ Developing reporting procedures to facilitate the recording of the activity and performance of all Information Technology (IT) equipment;
- ✓ Developing forecasts of requirements, equipment and other resources in consultation with the Director;
- ✓ Identifying and assessing backup facilities in the event of computer failure or excessive workload;
- ✓ Reviewing monthly Performances Reports to ensure that production standards are maintained and to assess staff performance;
- ✓ Raising requisitions and ensuring that computer stock re-order levels are maintained.
- ✓ Maintaining inventory of all ICT equipment and supplies;
- ✓ Conferring with Section Managers to establish job control, operating instructions and long-term computer requirements;
- ✓ Making monthly and emergency visits to the local offices with computer facilities and making recommendations on the use, development and administration of the computer staff and equipment;
- ✓ Ensuring the appropriate security facilities and procedures are in place and maintained to prevent and minimize loss or damage to the software and hardware.
- ✓ Reviewing technology practices in MIS relating to peripheral equipment and telecommunication networks by assessing their value and applicability in meeting the Corporation's requirements;
- ✓ Ensuring that defective obsolete equipment is boarded.

Provides support advice and information to ICT users in a timely, responsive, cost effective manner by:
- ✓ Participating in quality assurance review of bespoke software applications;
- ✓ Assuming responsibility for the operations and maintenance of applications accepted into production;
- ✓ Providing technical support for all areas on end-user computing;
- ✓ Participating in contract and related negotiations with suppliers, when necessary or required;
- ✓ Establishing telecommunication links to other Ministries and Departments, or Entities, as is required;
- ✓ Defining performance, security and reliability standards for equipment/ devices to be acquired by the Corporation;
- ✓ Enforcing policies and standards for the access and use of information technology resources within the Corporation;
- ✓ Liaising with Departmental Heads and Managers throughout the entire Corporation regarding source documents and procedures as they relate to the various applications within their Division/Unit;
- ✓ Advising users of the correct use of the various applications in use and resolving technical problems associated with processing and daily usage.

Provides support and advice to the Postal Industry through by:
- ✓ Providing guidance on the adoption and implementation of technology in the Industry to improve efficiency, transparency and compliance.
- ✓ Providing routinely technical assistance to the Units of the Corporation in the execution of core duties.
- ✓ Liaising with external partners (ex. E-GOV, JAMPRO, etc.) to maintain ICT infrastructure and applications that are used within the Industry.
- ✓ Assisting in the preparation of policies that impact the ICT capabilities and knowledge of the Industry.
- ✓ Continuous analysis of how technology is being utilized in the global postal space and how those technologies can be adopted in the local Industry.
- ✓ Maintaining an appropriate technology infrastructure to minimize downtime and ensure consistent accessibility by Industry stakeholders.
- ✓ Assisting in identifying needs and developing policies and programmes and coordinating training sessions throughout the Industry.

Human Resource Management
- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required Training and Development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Unit;
- Participates in the recruitment of direct reports for the Unit;
- Recommends Vacation Leave for direct report in keeping with established Human Resource policies.
- Recommends/administers disciplinary action in keeping with established Human Resource policies.

Required Knowledge, Skills and Competencies
- Excellent oral and written communication skills
- Excellent leadership skills
- Excellent interpersonal skills
- Good planning and organizational skills
- Ability to work with others in the pursuit of team goals
- Sound knowledge and understanding of the strategic planning process
- Sound knowledge of the ICT applications in business functions
- Excellent problem solving and decision making skills
- Expertise with network monitoring and analysis tools
- Knowledge of current technological development tools especially in the areas of database management
- Knowledge and expertise to formulate, develop implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis
- Knowledge of in-house platforms such as Windows 2008/2012/2016 Server, Exchange 2010/2013/2016 Server, Microsoft Forefront Threat Management Gateway (Forefront TMG), Fortigate Unified Threat Management (UTM) and Next Generation Firewalls (NGF), Windows 10 Professional and Windows Defender Antivirus
- Ability to perform typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, DHCP and IIS support functions
- Ability to install, configure and troubleshoot Windows 2008/2012/2016 Servers and active directory

Minimum Required Qualification and Experience
- Bachelor's Degree in Computer Science, Information Systems or equivalent qualification from a recognized institution; plus
- At least five (5) years working experience in an IT development environment;
- Professional certification (MCSA, CCNA) is highly desirable;
- Knowledge of Project Management would be an asset.

Special Conditions Associated with the Job
- May be required to work long and unscheduled work hours to meet critical deadlines
- Extensive travelling - Own and operate a reliable motor vehicle.

4. Hardware Technician (MIS/IT 3)

Job Purpose

The Hardware Technician performs a variety of tasks including; installation and maintaining of Information Communication Technology equipment with local area network and wide area network connections; provides installation and support of equipment connected to centralized host systems.

Key Responsibilities

Management and Administration
- Collaborates with supervisor in the development of Unit and Individual Work Plan;
- Contributes to the development of the Branch's Budget and Operational Plan;
- Provides technical advice on the ICT activities of the Corporation/Department to supervisor;
- Represents the Department at meetings, forums and conferences.

Technical/Professional
- Installs, assembles, configures and maintains a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors modems, personal computers and data communications equipment;
- Determines source and nature of computer malfunction using diagnostic and application software. Adjusts, repairs, and replaces malfunctioning equipment;
- Performs additional functions incidental to computer support activities;
- Maintains an up-to-date knowledge of repair practices, policies, and technical specifications of microcomputer hardware;
- Interacts with Division/Unit Heads in the development of new applications and in the efficient provision of services;
- Consults and collaborates with supervisor on systems and application issues; makes recommendations and helps employ solutions for streamlining operations of the Corporation/Department;
- Provides direct ongoing hardware and software support to the Corporations'/Departments' staff on general computing issues including upgrades and troubleshooting issues;
- Performs post-resolution follows-up to help desk requests;
- Assists in the performance of computer networking troubleshoot and help control operations in the computer learning lab.
- Assists members of staff with computer related problems;
- Assists with analysing and defining data requirement and specification;
- Prepares periodic reports on daily activities;
- Ensures that users are aware of standard network practices and computer etiquette.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good interpersonal skills
- Good planning and organizational skills
- Ability to work with others in the pursuit of team goals
- Sound knowledge of the ICT applications
- Good problem solving and decision making skills
- Effective interpersonal skills and relationship-building skills

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Studies, Information Technology or equivalent from an accredited tertiary institution; plus
- Two (2) years' experience in application development

Or

- Diploma in Computer Studies or equivalent from an accredited tertiary institution; plus
- Three (3) years' experience in related area.

Special Conditions Associated with the Job
- Effects of ergonomics
- Maybe required to work beyond regular working hours

Applications accompanied by résumés should be submitted **no later than Tuesday, 20th July, 2021 to:**

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

Email: 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