



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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13th 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 following **vacant** posts in the **University Council of Jamaica**:

1. **Systems Administrator (MIS/IT 4)**; salary range: \$1,644,447.00 - \$1,954,731.00 per annum and any allowances attached to the post
2. **Senior Accountant (FMG/PA 1)**; salary range: \$1,341,866.00 - \$1,789,576.00 per annum and any allowances attached to the post.
3. **Customer Service Representative (GMG/AM 2)**; salary range: \$986,421.00 - \$1,172,544.00 per annum and any allowance(s) attached to the post.

1. Systems Administrator (MIS/IT 4)

Job Purpose

The incumbent will report to the Director, Information Technology and will be responsible for the effective and efficient operation of all Information Technology and Communication equipment and support the users' needs as they seek to achieve the University Council of Jamaica's Strategic Objectives.

Key Responsibilities

- Responds to requests made through the Help Desk for both hardware and software; escalates problems that cannot be resolved to the Director, Information Technology and/or external service providers for attention; follows-up to ensure action is taken within established timeframe;
- Maintains log of Help Desk requests and resolutions;
- Manages assigned elements of the IT Systems security;
- Manages the creation of user LAN profiles and assignment of passwords;
- Ensures security by removing unauthorised persons (such as staff that have resigned or being reassigned);
- Maintains servers, hardware, software, telecommunication connections and Electronic Mail System, ensuring user accessibility and site performance;
- Assists with co-ordinating the implementation of new and or proposed changes to the Computer Systems;
- Maintains log of software licenses;
- Monitors to ensure that all requirements are met and co-ordinates with Procurement for the renewal of Software Subscription Licenses in the stipulated timeframe;
- Conducts data backup activities and ensures on-site and off-site storage is maintained in accordance with agreed schedules;
- Provides support to staff in the use of various systems and applications generating routine and/or customised reports as necessary;
- Identifies system training needs and recommends appropriate training programmes;
- Assists with the training of staff as required;
- Assists with the development of systems and designs specifications by working with systems users to establish their needs and maps current and redesigned processes as well as any other assigned tasks;
- Keeps abreast of system developments and recommends system improvements;
- Contributes to the development of the IT Strategy, Business Recovery and Disaster Management Plan.
- Contributes to the preparation of the Section's Operational Plan,
- Contributes to the development/review of operating policies, procedures and standards to support the delivery of Information Technology Services.

Required Knowledge, Skills and Competencies

- Sound technical expertise in networking and related information technology skills
- Working knowledge of Microsoft Server operating systems
- Working knowledge of Avaya IP Office communication systems
- Excellent analytical and problem solving skills
- Excellent knowledge of systems analysis and design.
- Good planning and organizing skills with the ability to work under pressure and meet tight deadlines
- Sound project management skills
- Good interpersonal and customer service skills.
- Good oral and written communication skills

Minimum Required Education and Experience

- Bachelor of Science Degree in Computer Science or equivalent qualification/training.
- Two (2) years' related work experience.

2. Senior Accountant (FMG/PA 1)

Job Purpose

The Senior Accountant prepares, examines, and analyzes Accounting records, Bank Statements, and other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards. Good time management and organizational capabilities are important skills to achieve sustained success in this position.

Key Responsibilities

- Analyzes financial information and prepares all accounting entries to Trial Balance stage;
- Extracts Trial Balance on a monthly basis;
- Generates Age Analysis of Accounts Receivables;
- Reviews Accounts Receivables Aging to ensure compliance to Receivables/Collections Policy;
- Prepares monthly Bank Reconciliation Statements
- Prepares of the monthly payroll and oversee fortnightly payroll
- Prepares reconciliation of salaries and post salary related accounting entries to the General Ledger;
- Directs and co-ordinates the Accounts Receivables and Collections functions;
- Verifies computed taxes owed and reviews Tax Returns, ensuring compliance with payment, reporting and other tax requirements;
- Maintains sound Financial Administration policies and procedures;
- Prepares and maintains financial forecasts in consultation with the Director of Finance and Team Leaders (including the Annual Subvention Budget);
- Assists in the preparation for Audit and Finance Committees meetings;
- Monitors expenditure and accurately maintain accounting records in accordance with the Financial Administration and Audit Law;
- Provides leadership and guidance to supervisees through effective planning, delegation, communication, training, mentoring and coaching;
- Agrees on objectives and performance targets with staff supervised and conducts Interim and Annual Performance Appraisals;
- Assesses staff training requirements on an on-going basis and ensures provision of structured training programmes and on-the-job coaching;
- Manages and monitors Subvention Budget and resources of the Department.

Required Knowledge, Skills and Competencies

- Knowledge of the Financial, Administration and Audit Act (FAA)
- Knowledge of the Public Bodies Management & Accountability Act (PBMA)
- The Government of Jamaica Accounting Practices
- Payroll preparation/administration and Accounts Receivables
- Knowledge of regulatory standards and compliance requirements
- Good interpersonal skills
- Good decision-making and problem solving skills
- Excellent written and verbal communication skills.

- Strong organisational, research and analytical skills
- Sound Integrity and maintain strict confidentiality
- Customer and quality focus
- Proficiency in the use of Microsoft Office Applications
- Ability to work well under pressure

Minimum Required Education and Experience

- A Bachelor's Degree in Accounting or Management Studies with Accounting major **or** completion of the revised Certificate in Government Accounting Course **or** A.Sc. in Accounting (MIND) **or** Diploma in Accounting from a recognised university (eg. UTECH) **or** ACCA Level 1 **or** ACCA-CAT Level 3 **or** AAT Level 3.
- At least 5 years' experience in Accounting at a supervisory level.
- Experience using accounting software

3. Customer Service Representative (GMG/AM 2)

Job Purpose

Under the direction of the Director, Public Relations and Communication (FMG/IE), the Customer Service Representative (GMG/AM), is responsible to assist the general public in all aspects of their interaction with the UCJ, with the objective of achieving the mandate of the UCJ. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

Key Responsibilities

- Greets staff, visitors and/or clients and provides required assistance, or refers to proper source for assistance;
- Answers multi-line telephones, routes calls and takes messages;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Responds to customer requests/enquiries;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Directs requests/enquiries to appropriate staff;
- Completes call logs and reports;
- Collates information and prepares monthly/Quarterly and Annual Reports;
- Maintains a log of customers complaints and queries;
- Records details of issues and action taken;
- Analyzes situations to determine the best use of resources;
- Updates relevant Notice Boards and the Libraries with information relevant to the customers;
- Identifies, researches and resolves customer issues using the Computer System;
- Foresees possible delays or complications and plans strategies to avoid or minimize them;
- Recommends new systems, procedures or working practices to improve Customer Service efficiency;
- Maintains the right style and matches customer pace;
- Types documents such as correspondence, memos, reports, etc.;
- Issues Customer Satisfaction Questionnaires;
- Recognizes documents and alerts the relevant staff of trends in customer calls;
- Serves as liaison between Units and the customers;
- Communicates with internal Units on customer service issues
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core

- Good oral and written communication skills
- Interpersonal skills
- Customer and quality focus
- Planning and organizing
- Teamwork and co-operation skills
- Tact and diplomacy
- Managing the client interface

Technical

- Database Entry
- Report Writing Skills
- Proficiency in relevant Software Applications
- Knowledge of GOJ Customer Service Policies & Procedures

Minimum Required Education and Experience

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration;
- At least two (2) years in Customer Service or performing related functions;
- Knowledge of Customer service principles and practices.

Applications accompanied by résumés should be submitted **no later than Monday, 26th July, 2021 to:**

Director, Human Resource & Administration,
The University Council of Jamaica
31 Windsor Avenue
Kingston 5

Email: jobs@ucj.org.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