



## Office of the Services Commissions

(Central Government)

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### **CIRCULAR No. 269**

### **OSC Ref. C. 4664<sup>12</sup>**

9<sup>th</sup> August, 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 **CTMS Support Supervisor (MIS/IT 5)** in the **Accountant General's Department (AGD)**, salary range \$1,856,491 – \$2,206,784 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Reporting to the Director Information Technology, the CTMS Support Supervisor ensures that the operations of the AGD are enhanced and supported through the supervision of the day-to-day activities of the support team of the CTMS Support Section, while ensuring that the support provided is according to Standard Operational Procedures using cutting edge technology and consistent with the AGD's thrust towards automation and modernisation of its services.

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

- To supervise the Support Team to ensure that the AGD establishes and maintains an agile Information Technology Management System that will cater to and respond to the needs of, and solutions required at, the Treasury, MOFPS, MDAs and wider stakeholder population;
- To deliver training initiatives for the Treasury and other MDAs on the CTMS System and portals deployed by the GOJ.

### **Key Responsibilities**

#### ***Technical:***

- Supervises the day-to-day operations of the Unit by ensuring that all logged issues are assessed, prioritized, and resolved including voice, data, account administration, email, desktop, and relevant institutional application issues according to the Unit's SLAs;
- Promotes excellent client relationship by ensuring that team members process client requests according to the terms of the Customer Service Charter;
- Promotes excellent client relationship by responding to clients in a professional manner;
- Assists in the effective and efficient research for CTMS related hardware and software solutions requirements for end users;
- Develops a framework of guidelines for responses to standard situations;
- Is a point of escalation for team members and escalates where necessary to solve client issues;
- Guides the team to execute the assessment and remedy of all CTMS related problems and issues;
- Guides and monitors the team (internal or external consultants) in conducting the preventative maintenance programme;
- Ensures that the team includes automation in the solution of client resolution initiatives for CTMS where possible;
- Manages the IT resources and supplies required for CTMS, recommends new purchase requirements and assists with the identification of vendors and procurement of IT goods and services;
- Supervises the team in the deployment of new computer and technology equipment in support of CTMS;
- Assists with Project Management of critical solution delivery activities;
- Assists with the implementation of a customer service platform for the AGD that utilizes web enabled security controlled access portals, popular social media interfaces and mobile friendly applications/platforms;
- Keeps current with emerging IT trends, and current dominant technologies;
- Utilises Help Desk logged issues to identify training needs for common problems;

- Delivers requisited training programmes for the Treasury and other MDAs on the CTMS; makes available through web enabled platform, training and resource information, and “how to” documentation on CTMS;
- Assists with the preparation of CTMS technical documentation for the Unit and other stakeholders;
- Assists with the assessment process for departmental workflows, processes and definition of data requirements and conducts relevant cost-benefit analysis;
- Prepares trend analysis and metrics reporting as required.

***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 Department;
- Assists with the preparation of the Department's Annual Strategic Plan and Budget, and supports the Director Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Prepares and monitors the Client Support Unit's Operational Plan and Budget ensuring the work of the Unit is carried out according to plan, and agreed targets achieved;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Assists with the establishment of internal control processes required to manage and grow the Unit;
- Meets or exceeds performance targets;
- Deputizes for the Client Support Manager as and when required

***Human Resource Management:***

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff, based on the Corporate Strategic Plan;
- Ensures that the Unit's staff has sufficient and appropriate physical 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 competency 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 duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

- Comprehensive and technical knowledge of IT Architecture, and Technology
- In-depth knowledge of cutting edge computer hardware, systems repair and maintenance
- In-depth knowledge of cutting edge technology enabled automated help desk operations
- Knowledge of computer systems audit
- Knowledge of the various guiding Acts and Regulations
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals

- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-one face-to-face, with excellent public speaking skills
- **Ability to work effectively under pressure**

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

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

- A Bachelor's degree from a recognized institution in Information Technology, or equivalent;
- Incumbent must have technical expertise in IT Systems and Systems development;
- At least five (5) years' experience working in a supervisory capacity in a technical IT position.

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

- Certification as member of at least one recognized IT certifying body;
- Basic Project Management training.

#### **Specific Conditions Associated with the Job**

- **Physical Demands** – Required to travel locally and pressured working conditions with numerous critical deadlines;
- Required up to forty percent (40%) travel.

Applications accompanied by résumés should be submitted **no later than Friday, 20<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**