CIRCULAR No. 264   **4th August, 2021**
OSC Ref. C. 4664[12]

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 **Client Support Manager (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 Client Support Manager is responsible for the efficient and effective provision of systems and computer related advice and support, and an excellent customer experience, while facilitating the resolution of Information Technology problems in a timely manner. The incumbent manages a group of support professionals to ensure that an excellent customer service culture is maintained in the Division and that solutions and advice provided are consistent with the thrust of modernization, automation and direct access facilitation for clients.

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

- To perform ongoing resolution and product support for the Treasury IT end users (the Treasury, MOFPS, MDAs and wider stakeholder population);
- To provide administrative management of technical support and queue management;
- To maintain performance metrics to monitor and maintain quality service delivery;
- To manage feedback from end users to establish training needs recommend requisite training programmes to the Treasury and other MDAs on the GIFMIS, CTMS, and other IT systems deployed by the GOJ.

Key Responsibilities

Technical:

- Participates in the establishment of the strategic and tactical goals, policies, and procedures for the Unit;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term computer and Information Systems Budgets for the Unit;
- Informs and advises on technical and computer systems requirements;
- Develops, implements and monitors the SLAs of the Client Support Section to ensure that a best practice Customer Charter is established and maintained;
- Ensures resolution of operational problems encountered by clients within the established SLA's;
- Implements an optimal integrated and automated Ticketing System to facilitate optimal ease of issue logging and resolution tracking between the Help Desk and its clients and ensure systems are in place for the efficient management of the queue according to the SLAs;
- Monitors Unit's performance against SLAs using applicable trend analysis and metrics. Ascertain client feedback on service delivery through the use of surveys and takes corrective action to improve performance gaps;
- Manages the day to day operations of the Unit/client relationship by ensuring that all logged issues are assessed, prioritized, and resolved including voice, data, account administration, email, desktop, and institutional applications issues according to the Unit's SLAs;
- Conducts technical analysis of application systems and specification of technical requirements for maintenance/enhancement activities and hardware;
- Manages the provision of relevant first level automation support to AGD, MOFPS and MDAs, including evaluation of hardware/software needs, and general computer support;

- Assists with the management of IT resources of the AGD and participates in vendor contract negotiations for purchases for all new computer equipment and software being purchased;
- Manages special projects for critical solution delivery activities;
- Assesses and anticipates technology projects and recommends appropriate actions and resources;
- Analyses issues logged in the help desk and makes recommendation through the Unit Head, for automated solutions using web-enabled platforms with security controlled access portals;
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT solutions;
- Keeps current with emerging IT trends, and current dominant technologies;
- Manages the delivery of requisite training programmes for the Treasury and other MDAs on the GIFMIS, CTMS, and other relevant financial systems and portals;
- Prepares appropriate technical documentation for the Unit and other stakeholders;
- Manages the assessment process for departmental workflows, processes and definition of data requirements and conducts relevant cost-benefit analysis.
- Provides periodic reports 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;
- 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 Division;
- Meets or exceeds performance targets;
- Deputizes for the Director Information Technology as and when required.

As Unit Head:
- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans for the Unit;
- Establishes internal control processes required to manage and grow the Unit;
- Meets or exceeds unit performance targets.

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

- Proven and advanced skills in project management
- Comprehensive and technical knowledge of IT Architecture, and Technology
- Thorough knowledge of established SLA's with clients
- Cutting edge knowledge of IT direct service delivery through on line web enabled portals, use of popular social media and mobile platforms and interfaces
- Cutting edge knowledge of technology enabled automated help desk operations.
- 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
- Ability to work effectively under pressure
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **Analytical Thinking, Decision Making, and Problem Solving**: The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Oral and Written Communication**: The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills
- **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
- **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.
- **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
- **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
- **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
- **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.

Minimum Required Qualification and Experience

Essential:

- A Bachelor's degree from a recognized institution in Information Technology;
- Proven experience in IT industry business applications;
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management;
- At least three (3) years' experience working in a managerial capacity in a IT Customer service position.

Specific Conditions Associated with the Job

- **Physical Demands -** Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Wednesday, 18th 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

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