



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 289** **OSC Ref. C. 4468<sup>7</sup>**

27<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 **Director, Information Technology and Knowledge Management (MIS/IT 7)** in the **Attorney General's Chambers (AGC)**, salary range \$2,521,624 – \$2,997,419 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Under the general direction of the Senior Director, Corporate Services, the Director, Information Technology and Knowledge Management is responsible for providing the Attorney General's Chambers (AGC) with the necessary Information Management strategies and ICT infrastructure to support the implementation and maintenance of the business processes to improve efficiencies, effectiveness and staff productivity. The Director is also responsible for ensuring that there is an Organisation wide adaptation of a Risk Mitigation Plan to ensure business continuity of the ICT infrastructure.

#### **Key Responsibilities**

##### ***Technical/Professional:***

- Develops and implements the systems and processes of information and knowledge management;
- Directs the promotion of information and knowledge management practices to new and existing team members to improve the sharing and value of information/data/knowledge;
- Drives the cataloging and publishing of available suite of productivity tools and technologies to optimize the use of information/data/knowledge;
- Directs the delivery of high-quality ICT services across the Organisation to provide optimal levels of support for the AGC's key operational requirements;
- Directs the development, implementation, evaluation and reporting of the AGC's ICT Strategic, Business and Operating Plans and associated projects, ensuring alignment with the strategic directions of the Organisation;
- Drives the development of standard operating procedures and best practices, including providing written protocols and guidance to ICT staff and to end-users;
- Directs the development and implementation of all ICT policies and procedures, including those for architecture, security, disaster recovery, ICT reliability, standards, ICT purchasing, and service provision;
- Identifies and defines specific ICT business requirements in collaboration with Directors, Managers, users across the organisation and third party stakeholders to inform the development of tailored ICT solutions;
- Directs systems development and enhancement and the integration of new systems within existing systems;
- Drives the implementation and delivery of new systems, technologies and services to deliver innovative and flexible ICT solutions that achieve business requirements;
- Directs the deployment, monitoring, maintenance, development, upgrade, and support of all ICT systems, including servers, PCs, operating systems, telephones, software applications, and peripherals;
- Drives ongoing analysis and review of ICT service delivery to identify opportunities to improve and enhance the services for the organisation;
- Negotiates and administers vendor, outsourcer, and consultant contracts and service agreements;
- Provides expertise and support during systems upgrades, installations, conversions and file maintenance;
- Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades;
- Directs provision of end-user services, including service/help desk and technical support services;

- Directs the development of the staff to meet the changing needs of users, groups and offices; new projects and technologies; and varying staff strengths;
- Keeps current with the latest technologies and determines what new technology solutions and implementations will meet business and system requirements;
- Collaborates with critical staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation;
- Communicates regularly with executive management and all users of ICT services and systems;
- Reviews and approves training modules aimed at strengthening the ICT processes within the AGC and its Agencies and Departments;
- Develops mechanisms to manage reform and change, by implementing change management processes, that clarify purpose and the benefits of continuous improvements;
- Provides expert advice, briefings and support to Senior Executives on all matters relating to functional area;
- Establishes and maintains linkages with international organizations to keep abreast of trends in document management and ICT that impact directly on the Portfolio responsibilities of the AGC.

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

#### ***Core:***

- Excellent interpersonal and team management skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

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

- Expert knowledge of ICT systems analysis and design
- Sound knowledge of systems networking, hardware engineering and database management
- Sound knowledge of standards and procedures in the development and implementation of ICT systems
- Sound knowledge of the local and international ICT systems environment, including standards, practices and trends
- Sound knowledge of project management principles and practices
- Good understanding of Project Management principles and lifecycle
- Ability to manage a range of projects types and complex business initiatives and change programmes
- Sound experience of resource planning against the prioritised portfolio of projects
- Excellent capability to track project benefits realisation and lessons learnt activities to feed into on-going improvements
- Ability to monitor and report on project budgets across the portfolio at stakeholder and Sponsor levels
- Advanced IT skills in relation to Word, PowerPoint, Visio and Excel and MS Project or other project tool

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

- Bachelor's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Five (5) years related experience, with at least two (2) years in a senior management capacity in an ICT environment.

### **Special Conditions Associated with the Job**

- May be required to work beyond the normal working hours, on weekends and on public holidays;
- Frequent travelling off site.

Applications accompanied by résumés should be submitted **no later than Thursday, 9<sup>th</sup> September, 2021 to:**

**Director, Human Resource Management and Administration  
Attorney General's Chambers  
2 Oxford Road (NCB Towers) (First Floor)  
Kingston 5**

**Email: hrm@agc.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.**

A handwritten signature in black ink, appearing to be 'Merle I. Tam', with a long, sweeping horizontal line extending to the right.

**Merle I. Tam (Mrs.)  
for Chief Personnel Officer**