



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 431**

**OSC Ref. C.6272<sup>15</sup>**

**8<sup>th</sup> December, 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 be assigned to the post of **Programmer/Analyst (MIS/IT 5) – (Not Vacant)** in the **Information, Communication and Technology (ICT) Unit, Office of the Prime Minister (OPM)**, salary range \$1,930,750 - \$2,295,055 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Under the general direction of the Manager, Management Information Systems, the Programmer/Analyst is responsible for analyzing processes and workflows within the various Divisions, Departments and Units of the Ministry, in order to realize increase efficiency and productivity through process improvement and/or re-engineering. He/she will utilize targeted Information Communication Technology (ICT) solutions to simplify and automate standard procedural work. The Programmer/Analyst is also responsible for the provision of user support.

### **Key Responsibilities**

***The duties and responsibilities include, but are not limited to the following:***

- Analyzes workflows in the various Divisions, Department and Units of the Ministry with a view to process improvements leading to productivity and efficiency gains;
- Identifies options for potential solutions and assessing them for both technical and business suitability;
- Recommends systems, commercial or custom, to increase productivity and efficiency;
- Prepares cost-benefit and return-on-investment analyses to aid in decisions on system implementation;
- Develops business requirement documents for proposed systems through close collaboration with users and developers;
- Works closely with developers and end-users to ensure technical compatibility and user satisfaction with systems during development;
- Develops, documents and revises System Design Procedures, Test Procedures and Quality Standards;
- Develops Training Plans to familiarize users with new systems;
- Configures and maintains network communications equipment;
- Configures, installs and maintains domain servers;
- Monitors fault tolerance requirements of network communications equipment to ensure maximum uptime;
- Develops systems, including the generation of programming codes and database construction;
- Implements Data Backup and Recovery Procedures and General Systems Maintenance Schedules;
- Analyzes and rectifies problems (hardware and software) reported by users;
- Assists with the development and implementation of policies, procedures and standards for Information Technology functions and programmes;
- Monitors desktop computer systems (hardware/software) to determine compliance with operating environment standards.

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

- Excellent oral and written communication skills
- Excellent problem solving and analytical skills
- Excellent planning and organizing skills
- Excellent interpersonal skills
- Customer and Quality Focus
- Ability to work in a team
- Ability to use initiative

- Results oriented
- Self-motivated with the ability to prioritize, meet deadlines and manage changing priorities
- Relational database development and maintenance
- Knowledge of Microsoft SQL Server 2012 or higher
- Knowledge of a broad range of relevant multi-user computer systems and applications
- Knowledge of current technological developmental trends in area of expertise
- Sound knowledge of Networking Technology and Systems Analysis
- Extensive knowledge of systems analysis tools, methods and practices
- Knowledge of process improvement options and methodologies
- Ability to translate between technical and non-technical staff
- Good project management skills in an information systems environment
- Background in systems development with emphasis on client/server systems
- Knowledge of software development life cycle
- Good understanding of database design and database systems
- Understanding of computer networks and hardware components
- Working knowledge of Microsoft Office Suite, Visio and Microsoft Project

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

- Bachelor's Degree in Computer Science or Electrical Engineering/Electronics or equivalent from a recognized tertiary institution;
  - Two to three (2-3) years' experience in related field;
- or**
- Diploma in Computer Studies or equivalent;
  - Three (3) years' experience in related area.

#### **Special Condition Associated with the Job**

- Will be required to work beyond normal working hours, whenever the need arises.

Applications accompanied by résumés should be submitted **no later than Tuesday, 21<sup>st</sup> December, 2021, to:**

**Senior Director  
Human Resource Development and Management  
Office of the Prime Minister  
1 Devon Road  
Kingston 10**

E-mail: [jobs@opm.gov.jm](mailto:jobs@opm.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**