CIRCULAR No. 420   6th **December, 2021**
OSC Ref. C. 5851[18]

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/be assigned to the following **vacant** posts in the **Information and Communication Technology Division, Ministry of Education Youth and Information:**

1. **User and Support Officer (MIS/IT 4) - (3 posts) (Vacant)**, **Heroes Circle**, salary range $1,710,225 - $2,032,920 per annum and any allowance(s) attached to the post.

2. **Information Technology Officer (MIS/IT 4) (5 posts: Regions 1,3 and 4 not vacant; Regions 2 and 6 vacant)**, salary range $1,710,225 - $2,032,920 per annum and any allowance(s) attached to the post.

3. **Database Administrator (MIS/IT 4) - (3 posts)**, **Heroes Circle**, salary range $1,710,225 - $2,032,920 per annum and any allowance(s) attached to the post.

1. **User and Support Officer (MIS/IT 4)**

Job Purpose

Under the General Supervision of the Manager User & Systems Support, the User Support Officer will provide support to end users and help maintains the secure and stable operation of Computer and Network Systems within the Central Ministry and the DSS Regional Offices of the Ministry of Education, Youth & Information by; undertaking the installation, optimization, troubleshooting, repair and maintenance of new and existing network hardware, software, and communication links.

Key Responsibilities

Technical / Professional

- Diagnoses, analyses and resolves routine systems management related problems;
- Schedules and performs routine systems housekeeping procedures;
- Troubleshoots and resolves desktop, operating system, hardware, software and application problems, as necessary;
- Troubleshoots complex faults, under supervision;
- Performs routine desktop and laptop preventative maintenance;
- Installs and tests computer and network equipment/devices, under supervision; and Installs application software as required;
- Repairs computer and network equipment/devices then conducts tests to ensure that they are functioning correctly;
- Responds to user enquiries/Help Desk requests related to hardware, software and system security;
- Assists with the unloading and unpacking of new equipment, and the verification of deliveries to ensure receipt of all items ordered;
- Keeps abreast of trends and developments in Information Technology and makes recommendations where the Ministry may benefit from the implementation of such technology.

Management/Administrative

- Makes recommendations to the Manager User & Systems Support for improvements in the processes/functions within the Unit in order to enhance efficiency;
- Records all jobs undertaken in the appropriate log;
- Performs other related functions assigned from time to time by the Manager User & Systems Support.

Required Knowledge, Skills and Competencies

Core

- Excellent customer service skills
- Strong analytical and problem solving skills and good judgement exercised
- Strong interpersonal skills
- Good oral and written communication skills
- Ability to demonstrate a high level of professionalism and confidentiality
- Ability to work as part of a team
- Ability to manage multiple tasks simultaneously within tight deadlines
- Ability to troubleshoot common hardware and software problems
- Attention to detail

Technical

- Excellent knowledge of standards and procedures in the installation, repair and maintenance of hardware
- Excellent knowledge of DOS and Windows Operating Systems
- Excellent knowledge of Active Directory and Windows Server Operating Systems and Technologies
- Sound knowledge of computer hardware components
- Sound knowledge of Microsoft Security essentials
- In-depth knowledge of computer viruses and security
- Good knowledge of common PC applications, particularly Microsoft productivity suite, and issues related to scalability and management with an enterprise-wide focus
- Up to date knowledge of current technological trends

Minimum Required Qualification and Experience

- Degree in Information Technology or Computer Science or equivalent qualifications,
- Professional certification in relevant Information Technology areas from a recognized institution,
- Three (3) years' experience in the Information Technology Field.

Special Conditions Associated with the Job

- May be required to work beyond normal working hours and on weekends and holidays from time to time.
- Required to travel to Regional Offices, Agencies and emerging entities within the education sector island wide.
- Required to possess a valid Driver's Licence and a reliable motor vehicle.

2. Information Technology Officer (MIS/IT 4)

Job Purpose

Under the general supervision of the Manager User & Systems Support, the Information Technology Officer is responsible for installing, maintaining and supporting Computer Communication Networks within the Regions and across the Division of Schools Services to ensure maximum performance of the networks.

Key Responsibilities

Technical/Professional

- Installs and maintains Domain Servers, switches, routers, firewalls, SANs, IP Telephony, load balancers and Network Systems hardware and software to ensure the integrity of the data/files, as well as providing ongoing technical support;
- Undertakes installation, maintenance and technical support in all aspects of data communications, including terminals, local area networks, wide area network, IP telephony, communications with remote installations, modem communications, databases and network security;

- Provides a high level of technical expertise, and a technical understanding of the software and production systems installed in the production and test environments;
- Monitors and identifies trends in network, processor, storage media and database utilization and assists in the design and implementation of solutions to improve performance;
- Performs requisite daily, weekly, monthly, quarterly and annual operational procedures and tasks involving: planning, designing and implementing security measures which safeguard access to terminal files in the Regions and across the DSS;
- Manages email, Anti-spam and Virus Protection Software ensuring the safety of the network;
- Monitors network usage;
- Ensures the most cost-effective and efficient use of servers;
- Troubleshoots and resolves faults, ranging from a major system crash to a forgotten password;
- Undertakes routine preventative measures and implements, maintains and monitors network security, particularly if the network connects to the internet;
- Provides training and technical support for users with varying levels of IT knowledge and competence;
- Monitors the use of the Web by employees to ensure networks are not compromised;
- Performs backup and security administrations in accordance with the approved Strategies and Operational Plans;
- Manages the collaboration with the Ministry's Portfolio entities to ensure that IT strategies and procedures are aligned;
- Undertakes other related responsibilities as assigned.

Required Knowledge, Skills and Competencies

Technical
- Sound knowledge of IT systems, equipment and capabilities;
- Sound knowledge of Enterprise Resource Planning Systems, Schools Management Systems and Financial Management Systems;
- Sound knowledge of Servers, Switches, Router, IP Telephony, Load Balancers configuration and implementation;
- Sound knowledge of the information systems environment and current trends;
- Sound knowledge of database management;
- Sound knowledge of enterprise networking and data communications;
- Knowledge of the Ministry's policies, rules and regulations;
- Knowledge of management principles and practices;
- Knowledge of Project Management;
- Pays Attention to details.

Core
- Excellent human relations and interpersonal skills;
- Ability to communicate effectively, both in written and verbal formats;
- Ability to troubleshoot and solve complex network and system problems;
- Ability to exercise sound judgment in evaluating situations and making decisions;
- Required to exhibit strong commitment to customer service.

Minimum Required Qualification and Experience

- First Degree in Computer Science, Data Communication or equivalent;
- Three (3) years experience in Technical Infrastructure Maintenance, with at least one-year experience in complex network infrastructure design and implementation using networks, servers, operating systems, databases and network management tools.

Special Conditions Associated with the Job

- Required to work beyond normal working hours at times to meet deadlines;
- Required to travel island wide;
- Required to possess a valid Drivers' License and a reliable motor vehicle;
- Exposure to some disagreeable working conditions for example, cold temperatures.

3. Database Administrator (MIS/IT 4)

Job Purpose

Under the general supervision of the Manager, Data Management Services the Database Administrator is responsible for maintaining the Ministry's, Regions and Agencies database system and providing information, support and training to users of the system.

Key Responsibilities

Technical/Professional
- Compiles and inputs data from various stakeholders/staff into the Ministry's databases;
- Imports data to and exports data from the Ministry's databases as required;
- Generates and dispatches requested database reports and other documents to various Division/Branch/Sections within the Ministry;
- Checks and verifies that information within databases is up-to-date and accurate, through liaison with relevant users;
- Cleans up the databases at intervals, by removing/correcting duplications, inconsistencies and unwanted data;
- Performs regular back-ups of the Database System;
- Changes database access and permission levels as directed;
- Troubleshoots and resolves problems related to the database system as they arise; refers complex problems to the Manager Data Management Services for resolution;
- Provides technical assistance and support in regards to the Database System;
- Prepares materials for user training as required;
- Participates in meetings with other Departments aimed at establishing processes for data updates or other needs.

Administrative
- Makes recommendations to the Manager Data Management Services on improvements in the processes/functions within the Section in order to enhance efficiency;
- Prepares reports on activities at required intervals;
- Performs other related functions assigned from time to time by the Manager Data Management Services.

Required Knowledge, Skills and Competencies

Core

- Excellent customer service skills;
- Strong analytical and problem solving skills and good judgement exercised;
- Strong interpersonal skills;
- Good oral and written communication skills;
- Ability to demonstrate a high level of initiative, professionalism and confidentiality;
- Ability to work as part of a team;
- Ability to manage multiple tasks simultaneously and achieve under tight deadlines;
- Ability to troubleshoot common hardware and software problems;
- Attention to details.

Technical

- Good knowledge of relational database design, optimization, and troubleshooting;
- Sound knowledge of rational databases;
- Sound knowledge of Microsoft SQL Server and/or MySQL database;
- Sound knowledge of Microsoft Windows and Office products;
- Sound knowledge of data extraction, reporting and analysis tools;
- Sound knowledge of established database management standards and procedures;
- Good knowledge of relational database design, optimization, and troubleshooting;
- Good knowledge of Internet technologies including HTML, PHP, ASP, etc.;
- Good knowledge of the Jamaican Education System.

Minimum Required Qualification and Experience

- Bachelor's Degree in Information Technology or Computer Science or equivalent qualifications;
- Professional certification in relevant Information Technology areas from a recognized institution;
- Two (2) years' experience in Database Administration.

Special Conditions Associated with the Job

- Required to travel to Regional Offices and various entities within the education sector island wide;
- Required to possess a valid Driver's Licence and a reliable motor vehicle.

Applications accompanied by résumés should be submitted **no later than Friday, 17th December, 2021 to:**

Director – Human Resource Management
Ministry of Education, Youth & Information
2- 4 National Heroes Circle,
Kingston 4

Email: jobapplications@moey.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