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CIRCULAR No. 22   **20ᵗʰ January, 2022**
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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 following **vacant** posts in the **Ministry of Foreign Affairs and Foreign Trade:**

1. **Network Administrator (MIS/IT 5)**, salary range $1,930,750 - $2,295,055 per annum and any allowance(s) attached to the post.

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

3. **Technical and Multimedia Specialist (MIS/IT 4)**, salary range $1,710,225 - $2,032,920 per annum and any allowance(s) attached to the post.

4. **Computer Technician (MIS/IT 3)**, salary range $1,147,933 - $1,364,532 per annum and any allowance(s) attached to the post.

5. **Helpdesk Officer/Administrative Assistant (MIS/IT 3)**, salary range $1,147,933 - $1,364,532 per annum and any allowance(s) attached to the post.

1. **Network Administrator (MIS/IT 5)**

Job Purpose

Under the direction of the Director, Information, Communication and Technology (ICT), the incumbent is responsible for managing the Ministry's Local Area Network (LAN) and Wide Area Network (WAN) to ensure adequate availability of computing resources, smooth transfer of information, security of data and availability and access to productivity tools that allow users to do their job effectively.

Key Responsibilities

Management/Administrative:
*   Represents the Organization at meetings, conferences and other functions related to ICT;
*   Manages the System Administrator to ensure that support is available to staff throughout the working hours;
*   Works with the ICT Director in planning, resolving problems and reviewing Department's performance;
*   Provides guidance to the Director on matters relating to ICT;
*   Contributes to the preparation of the Department's Budget and other administrative functions;
*   Provides guidance to the Director of ICT on matters relating to software development and acquisition.

Technical/Professional:
*   Designs a Wide Area Network (WAN) linking the Ministry and its Missions to allow for the sharing of resources and services, including data, voice, security and personnel;
*   Designs and implements SAN (Storage Area Network) infrastructure and consolidating;
*   Designs, implements and manages virtual infrastructure, utilising full capacity of server hardware;
*   Plans and directs the implementation of Network Infrastructure Systems in the Ministry and its Missions;
*   LeadS the design/re-design, development and implementation of all Network Infrastructure Projects;
*   Implements and manages enterprise firewall solutions to support a more complex and robust network infrastructure;

- Plans, manages and participates in the installation and configuration of network devices, including server boxes, operating systems, server software, routers, switches, firewalls, printers, etc.;
- Designs and configures network infrastructure services, including TCP/IP, DNS, DHCP, etc.;
- Researches and recommends new ICT technologies and services to improve and optimize the Ministry's network systems;
- Designs, develops and implements a comprehensive Disaster Recovery Plan and strategies incorporating data and systems configuration backup, redundant devices and a Test Lab;
- Manages VOIP Infrastructure, including adding and reconfiguring IP phones, configuring pick up groups and access control and backup of Call Manager System;
- Develops and maintains accurate documentation showing network infrastructure, platform(s), configuration and security;
- Evaluates the Ministry's network systems against established Industry benchmarks for performance, security, stability etc., and plans and implements the improvements of the systems, where necessary;
- Keeps meticulous records of all network upgrades, maintenance and inventory;
- Develops and implements network-wide security systems and strategies to protect the Ministry's ICT Network and data from viruses, external intrusion and internal/unintentional harm;
- Manages the use of key equipment such as photocopiers and printers to prevent abuse;
- Keeps up to date with the relevant state-of-the-art technology, equipment and/or systems.

Human Resource:
- Manages the welfare and development of direct reports through the preparation of performance appraisals and recommendation of required training and development programmes;
- Provides leadership to staff through effective objective setting, delegation and communication;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that staff is aware of and adheres to the policies, procedures and regulations of the Ministry.

Required Knowledge, Skills and Competencies

- Knowledge and expertise in designing, developing and implementing LAN and WAN solutions
- Ability to install and configure Windows 2003/2016 Servers and active directory
- Knowledge and expertise to formulate, develop, implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis
- Expert knowledge of in-house platforms such as Windows 2008/2016 Server, Exchange 2003/2007/2010/2016 Server, FortiGate firewalls
- Expert knowledge of networking services/protocol such as TCP/IP, DNS, DHCP
- Expert knowledge of interconnecting Cisco networking devices such as routers, switches, firewalls
- Knowledge of SAN infrastructure – Fibre Channel/ISCSI
- Knowledge and expertise in designing, implementing and managing a Virtual Infrastructure such as VMware, XEN or Microsoft Hyper-V
- Knowledge of current technological developments
- Expertise in tools of the trade
- Ability to communicate with and understand the requirements of professional staff in area of speciality
- Excellent planning and organizing skills
- Effective supervision and leadership skills
- Good interpersonal and relationship building skills
- Be abreast of current technological trends
- Excellent analytical skills
- Proficiency in utilising existing and/or new technologies

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Information Systems or equivalent;
- Five (5) years working experience in an IT development environment;
- Professional certification (**MCSE, CCNA**) in computer networking is highly desirable.

2. Website/Database Administrator (MIS/IT 4)

Job Purpose

Under the supervision of the Director, Information and Communications Technology, the Website/Database Administrator ensures that the Ministry's Website is maintained and that web-related materials are conducive to the policies and procedures of the Organization.

The incumbent is also responsible for the planning, designing and developing the Database Systems for the Ministry, ensuring proper usage and that the Government standards and procedures are followed by strengthening the security of information.

Key Responsibilities

Management/ Administrative:
- Reviews the Website policies and liaises with Information and Communication Technology Manager concerning any amendments;
- Participates in the preparation of the Operational Plan and Budget, ensuring that all the necessary tools for multimedia production are made available;
- Represents the Ministry at meetings, conferences, expos and other functions as directed;
- Assists in ICT project-related activities.

Technical/Professional:
Website
- Develops, organizes and maintains the Ministry's Website;
- Programmes html and JavaScript, and organizez web-based content for internal and external use;
- Integrates multimedia assets and applications into designated areas, such as presentations and publications;
- Researches new standards, technologies and plans for enhancing the Website and makes recommendations accordingly;
- Analyzes web traffic statistics and reports, on a weekly basis, relevant information to assist in the web development process;
- Assists with in-house training, as well as in the preparation of training material.

Database
- Develops standards and procedures to guide/control database usage;
- Liaises with ICT Director in the maintenance of the Department's Information System;
- Develops, maintains and manages all database programmes within the Ministry;
- Designs, creates and manages databases, spreadsheets, forms, etc., for Departments within the Ministry;
- Analyzes and defines database requirements and specifications;
- Recommends improvement in the collation and storage of data and systems programming tasks;
- Manages and monitors usage of Database to ensure optimum up time, reliable performance and prompt response to complaints through maintenance and upgrading;
- Maintains a back-up system using magnetic tapes and relevant storage media for securing data and configuration files;
- Monitors and reports on activity logs concerning Database, abnormal termination logs and user's errors;
- Assesses training needs for staff members for the proper usage of Database;
- Trains staff in the proper usage of database and communicates technical developments.

Required Knowledge, Skills and Competencies

- Ability to work independently with a minimum or direct supervision
- Good written and oral communication skills
- Excellent proficiency with standard word processing and spreadsheet programs
- Excellent understanding of web server components
- Technical expertise working with online based programming, products and services
- Must be able to use initiative
- Good planning and organizing skills
- Ability to work in a team
- Excellent presentation skills
- Good problem-solving skills
- Ability to develop standards and procedures to guide and control Database usage

- Knowledge of:
  - ✓ HTML, JavaScript, Adobe Photoshop, other web programming languages e.g. flash, xhtml, etc.
  - ✓ Video editing software is desirable
  - ✓ Current technological development
  - ✓ Database Administration
  - ✓ the use of SQL, Oracle or Microsoft Access

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Graphics Design or its equivalent from a recognized institution, plus two (2) years working experience in related field;

or

- Diploma in Computer Science or its equivalent from an accredited institution, plus two (2) to three (3) years' working experience in related field;

or

- Professional Certification in Computer Science, plus four (4) to five (5) years' working experience in related field.

3. Technical and Multimedia Specialist (MIS/IT 4)

Job Purpose

Under the supervision of the Information Communication Technology Director, the incumbent will assist with the effective maintenance of the Information and Communication Technology infrastructure, as well as ensuring that all graphical materials are conducive to the policies and procedures of the organization and that all multimedia publications, productions and presentations are of a high standard.

Key Responsibilities

- Participates in the preparation of the Operational Plan and Budget, ensuring that all the necessary tools for multimedia production are made available;
- Represents the Ministry at meetings, conferences, expos and other functions as directed;
- Provides guidance to staff by providing technical assistance and support regarding web enabling Ministry services;
- Assists in ICT project-related activities.

Technical/Professional:
- Integrates multimedia assets and applications into designated areas, such as Websites, presentations and publications;
- Assists in the graphical design of the Ministry's Website and Intranet;
- Produces presentations and various publications as required;
- Maintains and monitors Document Information systems, processes and procedures;
- Ensures that the computer systems, monitors, network infrastructures and peripherals such as printers, scanners and related hardware, are properly maintained and deployed;
- Recommends and implements systems and procedures to secure the computer systems from hackers and viruses;
- Provides technical support to members of staff;
- Maintains the ICT Inventory Database;
- Ensures that operating systems and software are installed, configured and upgraded according to GOJ standards;
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems;
- Maintains current knowledge of hardware, software and network technology and recommends modifications as necessary;
- Assists with in-house training, as well as in the preparation of training materials;
- Performs other duties of a similar nature.

Required Knowledge, Skills and Competencies

- Ability to troubleshoot and solve hardware and software problems
- Ability to install, configure, assemble and repair computers and other peripherals
- Ability to relate to all levels of the user community
- Be a team player that motivates and educates other team members

- Use initiative and independent judgement within established guidelines and procedures
- Organize own work by setting and managing priorities
- Ability to instruct users on new or upgraded computer applications and hardware
- Communicate effectively (both written and verbal) with co-workers, subordinates, superiors and the general public
- Knowledge of:
  - ✓ Current technology related to networks and telecommunications and the equipment and software required to maximise system support
  - ✓ Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals
  - ✓ Principles, practices, hardware and software related to the Ministry
  - ✓ Techniques for explaining technical concepts and procedures to non-technical staff
  - ✓ Web design, Adobe Suite, Microsoft enterprise
  - ✓ Graphics Design

Minimum Required Qualification and Experience

➢ Bachelor of Science Degree in Computer Science from a recognized tertiary institution, plus two (2) years' experience in related field;

or

➢ Diploma/Certificate in Computer Science or equivalent from an accredited institution, plus three (3) years' experience in related field;

or

➢ Professional Certification in Computer Science, plus four (4) to five (5) years' working experience in related field.

4. Computer Technician (MIS/IT 3)

Job Purpose

Under the supervision of the Information Communication Technology Director, the incumbent is responsible for installing, maintaining, troubleshooting and upgrading computer hardware and software within the Ministry.

Key Responsibilities

- Assists with the installing, configuring and upgrading operating systems and software;
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, emails, network and peripheral equipment problems; makes repairs and corrections, where required;
- Acts as a technical resource in assisting users to resolve problems with equipment and data;
- Assists with a centralised Helpdesk to facilitate exchange of information and advice;
- Makes hardware and software acquisition recommendations, including helping users assess needs;
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems;
- Maintains current knowledge of hardware, software and network technology and recommends modifications as necessary;
- Performs other duties of a similar nature.

Required Knowledge, Skills and Competencies

- Ability to troubleshoot and solve hardware and software problems
- Ability to install, configure, assemble and repair computers and other peripherals
- Ability to relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Use initiative and independent judgement within established guidelines and procedures
- Ability to organise own work by setting and managing priorities
- Ability to instruct users on new or upgraded computer applications and hardware
- Communicate effectively (both written and verbal) with co-workers, subordinates, superiors and the general public

- Knowledge of:
  - ✓ Current technology related to networks and telecommunications and the equipment and software required to maximise system support
  - ✓ Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals
  - ✓ Principles, practices, hardware and software related to the Ministry
  - ✓ Techniques for explaining technical concepts and procedures to non-technical staff

Minimum Required Qualification and Experience

- Diploma/Certificate in Computer Science or equivalent from an accredited Institution, plus three (3) years' experience in related field.

5. Helpdesk Officer/Administrative Assistant (MIS/IT 3)

Job Purpose

Under the supervision of the Information Communication Technology Director, the incumbent is responsible for providing technical assistance and support related to computer systems, hardware and/or software. The incumbent should be able to respond in a timely manner to queries, run diagnostic programs, isolate problems and determine and implement solutions within the Ministry.

Key Responsibilities

- Provides technical assistance and support for incoming queries and issues related to computer systems, software and hardware;
- Responds to queries either in person or over the phone;
- Writes Training Manuals;
- Trains computer users;
- Maintains daily performance of computer systems;
- Responds to email messages seeking help;
- Asks questions to determine nature of problem;
- Walk users through problem-solving process;
- Installs, modifies and repairs computer hardware and software;
- Cleans computers;
- Runs diagnostic programmes to resolve problems;
- Resolves technical problems with LAN, WAN and other systems;
- Installs computer peripherals for users;
- Follows up with users to ensure issue has been resolved;
- Records feedback from users after an issue has been resolved;
- Runs reports to determine malfunctions that continue to occur;
- Acts as a Technical Resource in assisting users to resolve problems with equipment and data;
- Makes hardware and software acquisition recommendations, including helping users assess needs;
- Maintains current knowledge of hardware, software and network technology and recommends modifications as necessary.

Administrative:
- Records Minutes of Departmental Meetings;
- Assists with the preparation of Individual Work Plans;
- Assists with the preparation of the ICT annual Budget;
- Maintains the Region's Staff List, Personal Files and Attendance Record;
- Communicates with all levels of staffs, internal and externally, in respect to staff benefits;
- Prepares reports, memoranda and letters;
- Maintains Inventory of equipment and accessories;
- Performs other duties of a similar nature.

Required Knowledge, Skills and Competencies

- Customer Service skills
- Ability to troubleshoot and solve hardware and software problems
- Ability to install, configure, assemble and repair computers and other peripherals

- Ability to relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Use initiative and independent judgement within established guidelines and procedures
- Ability to organise own work by setting and managing priorities
- Ability to instruct users on new or upgraded computer applications and hardware
- Communicate effectively (both written and verbal) with co-workers, subordinates, superiors and the general public
- Knowledge of:
  - ✓ Current technology related to networks and telecommunications and the equipment and software required to maximise system support
  - ✓ Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals
  - ✓ Principles, practices, hardware and software related to the Ministry
  - ✓ Techniques for explaining technical concepts and procedures to non-technical staff

Minimum Required Qualification and Experience

- Diploma in Management Studies, Business/Public Administration, Human Resource Management or a related discipline from a recognized tertiary institution, plus two (2) years related experience;
- Certificate in Computer Science, Information Technology or equivalent from an accredited tertiary institution would be an asset.

Applications accompanied by résumés should be submitted *via email* **no later than Wednesday, 2nd February, 2022 to:**

recruitment@mfaft.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