



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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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 be assigned to/fill the following posts in the **Ministry of Economic Growth and Job Creation**:

1. **Senior Director, Technical Audit and Special Projects (SOG/ST 9) – Technical Audit and Special Projects Branch – (Not Vacant)**, salary range \$3,252,113 - \$3,865,740 per annum and any allowance(s) attached to the post.
2. **Senior Strategic Planning Analyst (GMG/SEG 3) – Strategic Planning Performance Monitoring, Evaluation and Risk Management Branch – (Vacant)**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
3. **Help Desk Officer (MIS/IT 4) – Information and Communication Technology – (Vacant)**, salary range \$1,710,225 - \$2,032,920 per annum and any allowance(s) attached to the post.
4. **Administrative Assistant (GMG/AM 2) – Information and Communication Technology – (Vacant)**, salary range \$1,025,878 - \$1,219,446 per annum and any allowance(s) attached to the post.

1. **Senior Director, Technical Audit and Special Projects (SOG/ST 9)**

Job Purpose

The Senior Director, Technical Audit and Special Projects, will strategically manage road maintenance and other Infrastructure Programmes/Projects by ensuring that technical audits and related functions are completed. The Senior Director, Technical Audit and Special Projects, will collaborate with other Senior Managers to ensure that monitoring of technical and related projects is done in accordance with agreed standards for roads and other Special Infrastructure Projects being undertaken (island wide).

Key Responsibilities

Management/Administrative:

- Assists with the development and monitoring of the implementation of the Branch's Operational Plan and Budget; monitors performance and recommends/initiates corrective action where necessary to meet desired results;
- Identifies system deficiencies and recommends effective solutions to the Chief Technical Director;
- Prepares, reviews and submits Progress and other reports as required and ensures timely submission of all documents/information requested from the Branch;
- Authorizes and approves all Project Personnel transactions, purchase requisitions, claims request, etc.;
- Maintains records of Certificates, Claims and other required documents relevant to the project ensuring its safe custody and availability on request;
- Monitors the performance of contractors and engineers ensuring that they are in compliance with the Terms of Contracts and established operational procedures.

Technical/Professional:

- Develops framework to guide the planning and maintenance of road infrastructure;
- Develops a Reporting System to ensure the proper monitoring and evaluation of the road infrastructure;
- Ensures the review of specifications, contracts and related documents;
- Ensures the prerequisites for the commencement of works are in place and the required standards are met;

- Ensures that Road Maintenance Programmes are monitored;
- Oversees the development of technical audit and monitoring schedules;
- Logs and reviews certificates received from the NWA/other contractors and assigns work schedule to contractors and engineers;
- Liaises with the NWA or other contractors to query certificates and/or provides information on the Audit Verification Schedule;
- Reviews Audit Reports of routine maintenance and Special Road Rehabilitation Projects to ensure quantity and quality of completed projects are in keeping with the audit Verification Sheet and established standards and guidelines; makes recommendation for payments;
- Reviews Project Funding Requests from the NWA/other contractors to establish compliance with required specification; makes recommendation on the feasibility of these intended implementation as well as their cost effectiveness;
- Establishes and implements Project Management Systems to track the progress of all work in progress;
- Reviews Project System to ensure execution is done according to plan;
- Investigates and resolves issues/problems that may arise utilizing appropriate Conflict Resolution Approaches and ensures that all relevant parties are consulted to avoid undue delays in audit completion;
- Examines workmanship periodically (conducts audits) of finished installations by:
 - ✓ Verifying that procedures and materials used conform to established specifications;
 - ✓ Verifying levels, alignment and evaluation of installations using surveyor's level and transit;
 - ✓ Measuring distance to verify the accuracy of dimensions of structural installations and layouts;
- Ensures that systems of control for the Operational and Financial Management of projects are implemented;
- Ensures that all project components of pre-approved Project Plans are implemented in a cost-effective manner in keeping with project requirements;
- Evaluates the progress of projects, prepares and submits reports;
- Prepares requisite briefs and official submissions on matters related to the Ministry's existing joint venture and special projects;
- Conducts site visits and observes project operations.

Required Knowledge, Skills and Competencies

- Sound understanding of technical audit techniques
- Excellent knowledge of road maintenance and infrastructure designs
- Sound understanding of the technicalities of roads and works
- Excellent knowledge in Project Management techniques and tools
- Working knowledge of Government's Procurement Policy and Procedures
- Knowledge of the general requirements of Multilateral Lending Agencies
- Knowledge of the contract administration process and the established form of contract
- Excellent leadership and management skills
- Good analytical and judgement and organizing skills
- Good problem-solving and decision-making skills
- Strong deductive reasoning skills
- Ability to co-ordinate and manage multiple projects simultaneously
- Well-developed communication and presentation skills
- Excellent team building skills
- Results-oriented
- Knowledge of relevant computer applications including CAD, GIS and Microsoft Projects
- Demonstrated knowledge of road maintenance and related/ancillary infrastructure

Minimum Required Qualification and Experience

- Master of Science Degree in Civil Engineering, Engineering Management, Construction Management or equivalent qualification;
 - Certification in Project Management;
 - Three (3) years' experience in Civil Engineering or managing large scale construction projects;
- or**
- Bachelor of Science Degree in Civil Engineering, Construction Management or equivalent qualification;
 - Certification in Project Management;
 - Six (6) years' experience in Civil Engineering or managing large scale construction projects;

- Three to five (3-5) years' technical auditing or related experience.

Special Condition Associated with the Job

- Will be required to travel to conduct site visits.

2. Senior Strategic Planning Analyst (GMG/SEG 3)

Job Purpose

The Senior Strategic Planning Analyst will participate and assist with the strategic planning process and activities of the Ministry. The incumbent will also assist with planning activities and initiatives designed to support the development of Business Strategic and Operational Plans for the Ministry's portfolio entities, ensuring consistency with the Ministry's policy objectives and guidelines. He/She provides technical advice and guidance to respective stakeholders.

Key Responsibilities

- Prepares Annual/Quarterly/Monthly and General Progress Reports as required;
- Participates in and organizes meetings, conferences, workshops and seminars as required;
- Assists in the facilitation and collaboration with senior officials of the Ministry, its Departments and Agencies, the preparation of integrated Business Strategic Plans and Operational Plans and Programmes in accordance with Government directives, priorities, policies and the Ministry/s Mandate;
- Participates in the development of the framework that guides the development of the Ministry's Strategic and Operational Plans;
- Facilitates stakeholder participation in the preparation of the Ministry's Business Strategic Plans for the Ministry's Portfolio Agencies;
- Establishes effective working relationships with the Heads of Portfolio Agencies and staff to ensure that plans and operations relate to overall Ministry and national Policies and obtain information and support;
- Provides technical support and guidance to Branches, Units, and Ministry Portfolio Entities in the preparation of Strategic and Operational Plans;
- Assists with the co-ordination and preparation of the Ministry's Strategic/Medium Term Plan;
- Assists with the co-ordination and preparation of the Ministry's Annual Operational Plan;
- Liaises with the Director to develop the Annual and Quarterly list of Ministry priority programmes;
- Participates in data gathering exercises designed to inform 'Ministry's Strategic Plan;
- Co-ordinates the preparation of Strategic and Operational Plans by the Ministry Departments and Agencies;
- Monitors the Quarterly and Yearly reviews of the plans to ensure consistency with Ministry objectives;
- Organizes training workshops to guide Ministry Personnel in the preparation of Corporate and Operational Plan;
- Collaborates and assists in the preparation of the Ministry's Technical, Annual and Bi-annual Reports;
- Participates in the review and analysis of the performance of the entire Ministry in relation to Ministry Strategic, Corporate and Operational Plans;
- Assists in the preparation of Ministry Performance Reports;
- Prepares and presents reports on the progress of Ministry Priority Programmes;
- Conducts research, analyses findings and prepares reports on the efficiency and effectiveness of Ministry, Departments, Agencies, Programmes and Projects;
- Researches and reports on Sector, Economic and International developments impacting the viability of Ministry operations and programmes.
- Researches and reports the level of stakeholder and client satisfaction with the Ministry's products and services.

Required Knowledge, Skills and Competencies

- Strong Strategic Planning and Research, analytical and report writing skills
- Knowledge of budget preparation and analysis

- Sound knowledge and expertise to monitor business and corporate governance matters
- Excellent knowledge of Public Sector Management principles
- Sound knowledge of government policy formulation, monitoring and evaluation processes
- Ability to use relevant computer applications such as Microsoft Office Suite and MS Project or other project tool (Winproj)

Minimum Required Qualification and Experience

- Bachelors Degree in Public Sector Management/Management Studies or related Social Science with good research component;
- Training in Strategic Planning.

3. Help Desk Officer (MIS/IT 4)

Job Purpose

Reporting to the Systems Administrator, the incumbent will provide support and maintain in-house computer systems, desktops and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment, while ensuring optimal workstation performance. The Help Desk Officer will also troubleshoot problem areas in a timely and accurate manner and provide end user training and assistance as required.

Key Responsibilities

Technical/Professional:

- Supports stakeholder requests by troubleshooting and problem-solving - either face-to-face or over the telephone;
- Troubleshoots Tier 1 system/networking problems and escalate where necessary;
- Replaces computer and accessories parts as required;
- Monitors and responds to Customer Service requests submitted for Help Desk related support;
- Documents call solutions and provides documentation to Supervisor;
- Sets up and configuring audio visual solutions for stakeholders;
- Delivers, setups, and assists in the configuration of end-user PC desktops, hardware, peripherals, printers and software;
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems, e-mail, Internet, dial-in and Local-Area Network access problems;
- Co-ordinates timely repair of PC computer equipment covered by third-party Vendor Maintenance Agreements;
- Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party Vendor Maintenance Agreements;
- Helps install Local Area Network cabling systems and equipment such as network interface cards, hubs and switches;
- Resolves VOIP and CUG phone problems;
- Assists Supervisor in creating materials for end-user Frequently-Asked Questions (FAQs);
- Installs and configures computer hardware operating systems, software systems, printers, scanners, etc;
- Monitors and maintains computer systems and networks;
- Prepares evaluations of software or hardware and recommends improvements or upgrades;
- Evaluates utility of software or hardware technologies;
- Provides recommendations to stakeholders about computer hardware;
- Recommends changes to improve computer or information systems;
- Keeps abreast of technological trends including hardware and software, virtual platforms and social media to maintain knowledge of hardware and software;
- Assists with the development and updating of IT Manuals including knowledge transfer on the emerging IT Industry or technology trends;
- Conducts scheduled maintenance upgrades;
- Provides support relevant reports inclusive of Monthly Report;
- Assists with the roll out of in-house ICT applications not limited to standalone computers but includes enterprise systems as well as ensuring support to users and the systems;
- Sets up new users' accounts and profiles and dealing with password issues;
- Conducts assessments on computer equipment, printers and servers as required;

- Identifies problem equipment and recommend for Board of Survey/replacement of equipment;
- Provides customer-friendly interactions with each stakeholder that requests ICT support.

Required Knowledge, Skills and Competencies

- Working knowledge of the development and use of Client/Server applications
- Good Knowledge of the legacy Windows 2000/XP/Vista/Windows 7 network platform and current Windows operating systems
- Good Knowledge of Microsoft Office Suite applications
- Knowledge of principles and theories of network systems and management; Internet technologies and products
- Working knowledge of Open-Source Platforms and solutions
- Knowledge of current technological developments/trends in area of expertise
- Sound personal and professional integrity
- Ability to communicate with and understand the requirements of professional staff in area of specialty
- Strong customer orientation skills
- Be familiar with working in a LAN/WAN environment

Minimum Required Qualification and Experience

- First Degree in Computer Science, Information Systems or any related discipline;
 - One (1) year experience in trouble-shooting software systems and networks in a Microsoft networked environment;
- or**
- Diploma in Computer Science, Information Systems or any related discipline;
 - three (3) years' experience in trouble-shooting software systems and networks in a Microsoft networked environment.

Specify licensing or certification necessary for the job

- Professional certification (A+, Network+)

4. Administrative Assistant (GMG/AM 2)

Job Purpose

Under the direct supervision of the Director, Information and Communication Technology, the incumbent is required to provide administrative duties and communicating relevant information on behalf of the Director to members of staff, stakeholders in the Ministry of Economic Growth and Job Creation, the Ministry of Housing Urban Renewal, Environment and Climate Change and other Public and Private Corporations.

Key Responsibilities

- Assists with the co-ordination and dissemination of information/documents to various clients (media/general public/Public Sector);
- Ensures that documents are dispatched through the most effective means depending on the urgency of correspondence;
- Assists in the dissemination of information to the media, general public and central Authorities;
- Schedules appointments and provides prompt and accurate information to callers/visitors/clients;
- Manages the office details by relieving the Senior Manager of routine requests and matters; follows established rules and procedures in responding to requests and queries;
- Refers complex request for information to appropriate Authority;
- Processes calls, visitors and correspondence directed to the Division;
- Assists clients both in person and on the phone by supplying information or referring them to the appropriate source;
- Establishes and maintains good working relationships with both internal and external customers of the Unit;

- Records and distributes incoming and outgoing correspondences and ensures that they are properly directed and do any follow-up work necessary;
- Faxes and makes photocopies of documents as necessary;
- Maintains the stock level of stationery within the Division;
- Maintains and updates continually database with names, telephone, fax numbers, e-mail and addresses of clients;
- Liaises with Officers to ensure that documents are placed/or updated on the Ministry's Website and Intranet;
- Conducts Research on subject areas as directed by the Director, or otherwise in order to inform and support the decision-making process;
- Carries out analysis of data and information and prepares reports; collects and collates data of relevance to the work of the Branch as required, under the guidance of the Director;
- Assists in the preparation of the Branch's Operational Plan and Budget;
- Helps to maintain an effective filing/retrieval system of speeches, statements, news releases and all related documents to facilitate the media, Public Sector and the general public.

Required Knowledge, Skills and Competencies

- Ability to exercise initiative and judgment
- Ability to maintain good internal and external customer relations
- Good written and oral communication skills
- Teamwork and co-operation
- Good interpersonal skills
- Results oriented
- Research and analytical skills
- Report writing techniques

Minimum Required Qualification and Experience

- Diploma/Associate Degree in Administrative Management, Public Administration or related discipline, with research component;
- two (2) years in an administrative position.

Applications accompanied by résumés should be submitted **no later than Wednesday, 9th February, 2022 to:**

**Senior Director
Human Resource Management and Development
Ministry of Economic Growth and Job Creation
The Towers, 7th Floor
25 Dominica Drive
Kingston 5**

Email: human.resources@megic.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**