CIRCULAR No. 47   **4th February, 2022**
OSC Ref. C. 6555[12]

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 **Information Technology Manager (MIS/IT 5)** in the **Consumer Affairs Commission,** salary range $1,930,750 - $2,295,055 per annum and any allowance(s) attached to the post.

Job Purpose

The purpose of the job is to ensure that the Commission's Information and Communication Technology Infrastructure is aligned to the strategic objectives of the Organization and all technology assets are functioning optimally. Additionally, this position is responsible to provide first level Information and Communication Technology support to all staff members of the CAC and to ensure that all computer systems are fully operational and maintained.

Key Responsibilities

- Contributes to the monthly Board Report;
- Serves on committees, task forces, workgroups, etc.;
- Facilitates technology meetings and user groups as directed;
- Keeps track of all ICT equipment;
- Develops annual ICT Unit Plan and Budget; Manages ICT Budget and expenditure;
- Prepares reports for workshops, seminars, conferences, meetings and trainings attended pertinent to the efficient dispatch of duties; overnight travel occasionally required.

Technical /Professional

- Plans, organizes, directs, controls and evaluates the operations of the ICT infrastructure;
- Develops and implements policies and procedures for electronic data processing and computer systems operations and development;
- Meets with Managers to discuss system requirements, specifications, costs and timelines;
- Hires and manages Information Systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems;
- Troubleshoots hardware, software and Network Operating System;
- Provides orientation to new users of existing technology;
- Trains staff about potential uses of existing technology;
- Provides individual training and support on request;
- Provides support for issues related to software packages developed internally or supplied by a third-party vendor;
- Manages network operations to include troubleshooting connectivity problems; installing and maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores; etc;
- Ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updated, and processed;
- Implements, administers, and maintains databases;
- Designs, develops, and maintains web-based applications including websites and intranets. Continuously improves the Organization's Web Site and Intranet; adds new functionality and improves user ability to maintain without technical support
- Performs routine preventive maintenance on hardware and software;
- Analyzes technology requirements and develops functional specifications. Conducts comparative analysis and competitive bidding when necessary;

- Presents and implements technological alternatives to streamline functions and improve productivity;
- Has responsibility for troubleshooting workstations, networks, software applications, phones, copiers, and other technologies;
- Ensures compliance with all Software Licensing Agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log;
- Ensures networks, workstations, operating systems, and software applications are operational; ensures hardware and software are patched and/or updated; ensures all analog and broadband circuits are operational in accordance with vendor specifications;
- Maintains knowledge on current technology by reading technology periodicals, evaluating new technologies and attending trade-shows, technical seminars and training sessions;
- Monitors and maintains technology to ensure maximum access by:
  - ✓ Troubleshooting all technology issues
  - ✓ Maintaining log and/or list of required repairs and maintenance
  - ✓ Making recommendations about purchase of technology resources
  - ✓ Providing network accounts and passwords as required
  - ✓ Identifying and preparing hardware for disposal when appropriate
  - ✓ Ensure hardware is stripped and secured before disposal
- Designs and develops software based on user requirements;
- Reports issues that require software programming changes to the relevant internal resource or to the third-party vendor;
- Manages the procurement of ICT equipment and software.

Human Resource

- Participates in the recruitment of Information Technology personnel;
- Mentors and trains new ICT support staff;
- Provides technical supervision of technology interns; supervises other staff as directed; updates annually Technology Job Descriptions; completes Technology staff evaluations;
- Supervises IT staff;
- Evaluates and reports on Information Technology staff performance periodically;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Functional /Technical

- Technical Skills
- Problem Solving and Support Process
- Vendor Relationship Management
- Project Management
- Information Security
- Organizational and Environmental Awareness

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science or equivalent
- Eight years in the field of Information and Communication Technology

Applications accompanied by Résumés, should be submitted *via email* to: jobs@cac.gov.jm, **no later than Thursday, 17th February, 2022 to:**

The Finance and Administration Manager
Consumer Affairs Commission
34 Trafalgar Road, Kingston 10

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