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(CENTRAL GOVERNMENT)
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17th February, 2022

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 **Strategic Human Resource Management Division, Ministry of Finance and the Public Service (MOFPS)**:

1. **Manager, PEPAS and Records Management (GMG/SEG 3)**, salary range \$2,551,250 – \$3,032,634 per annum and any allowance(s) attached to the post.
2. **Pensions Computation Officer (GMG/AM 4) (2 posts)**, salary range \$1,467,234 – \$1,744,080 per annum and any allowance(s) attached to the post.

1. **Manager, PEPAS and Record Management (GMG/SEG 3)**

Job Purpose

Under the guidance of the Senior Director, Pensions Administration, the Manager, PEPAS and Records Management is responsible for the optimal operation of the Public Employees Pensions Administration System with direct accountability for its maintenance, availability and usage and is the designated contact point and interface between the Pensions Administration Unit and a wide range of stakeholders.

The Manager is also responsible for the management of information and records received and/or produced by the Pensions Administration Branch making them readily available to relevant users.

Key Responsibilities

Technical/Professional:

- Manages the PEPAS Portfolio;
- Identifies and recommends emerging solutions for improving business systems efficiency, effectiveness and reliability;
- Directs and manages the translation of business requirements into IT requirements and manages the resulting demand according to the priorities defined by the business and IT strategies;
- Reviews the output of the Public Employees Pensions Administration System to ensure that the data is updated, current and accessible, as and when needed;
- Co-ordinates with Ministries, Departments and Agencies the preparation of the infrastructure while ensuring that the output is achieved according to the documented requirements and acceptable standards;
- Manages and confirms the deliverables of the PEPAS System in compliance with the documented and agreed requirements;
- Oversees the maintenance of the Ministry's Pension records and information;
- Reviews policy changes in order to update Pension documentation to be consistent with available templates;
- Ensures that relevant Pension News items, Home Page Events and other documentation is updated and made available to users;
- Manages workflow and escalation of enquiries that cannot be resolved at the first line to the relevant contact within the Office or E-Gov, managing these through to resolution;
- Administers, supports, and maintains database tables in the PEPAS application;
- Monitors application and takes corrective action to prevent or minimize system down time;
- Troubleshoots to resolve system related problems; data issues, validates result sets recommends and implements process improvements;
- Co-ordinates with relevant System Administrators and/or third-party vendors regarding user support and problem resolution;
- Works closely with internal customers, analyzes problems, provides support to users having difficulties with application, creates and maintains reports;
- Designs report options and/or database queries to meet the needs of the Ministry;

- Writes Custom Reports, SQL Scripts, Advance Searches and queries; assists users in creating report specifications;
- Maintains internal SSRS Reports and ad-hoc SQL scripts;
- Performs and maintains data extractions and imports;
- Provides analysis services for business data needs and makes recommendations for viable solutions;
- Addresses issues of Data Integrity/Migration (Validation, Clean-up and Mapping);
- Sets up authorised users on the system to perform their assigned function;
- Provides training and technical assistance to users; provides manuals, user guides, code sheet etc. to users to assist them in the execution of their duties;
- Monitors, controls and administers the security and back up procedures;
- Executes the procedures for the opening and closing of a period;
- Monitors monthly service quality against standards in Service Level Agreement;
- Maintains a record of expiration dates of software licences and installation of software updates;
- Oversees the creation and maintenance of a comprehensive reference service to support the Branch's need for relevant, timely and accurate information.

Administrative:

- Assists with developing policies, procedures, programmes, scripts, as required;
- Checks and certifies invoices re payment for goods and services in relation to PEPAS hardware and software maintenance;
- Works closely with Principal Director, Management and staff to meet the information needs of the Ministry and other stakeholders;
- Co-ordinates the process of repairing or replacing defective hardware; prepares request for enhancement, modification, the fixing of bugs etc. to the Ministry of Finance and the Public Service;
- Assisting in the testing of new or modified-programs and functions.

Human Resource Management:

- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned;
- Contributes to providing the appropriate physical resources to enable staff to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Participates in the recruitment and training of staff of the Branch;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Identifies skills/competencies gaps and contributes to the development and Succession Plans for the Branch to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff Annual Performance Appraisals and other periodic review;
- Ensures the well - being of staff supervised.

Required Knowledge, Skills and Competencies

Core:

- Good interpersonal skills
- Ability to train users on the functionality of the systems
- Ability to solve problems quickly and completely
- Ability to identify tasks which require automation
- Excellent investigative and problem-solving skills
- Good documentary and reporting skills
- Ability to communicate clearly and concisely with all levels of users
- Ability to establish and maintain effective working relationships with other employees, vendors and the public
- High levels of professionalism and integrity

Technical:

- Excellent knowledge of Jamaican regulations, laws and guidelines related to Public Service Pensions
- Excellent knowledge of Pensions Administration Unit operations and functions
- Technical knowledge of the PEPAS and other related computerized systems
- Technical knowledge of Network Operating System
- Technical knowledge of Database Management
- Knowledge of Computer Information System
- Ability to effectively translate user requests into reporting specifications

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science/Public Administration/Management Studies or related degree;
- Three (3) years' experience in Pensions Administration and IT.

Special Conditions Associated with the Job

- Radiation from computer;
- Pressure from meeting several critical deadlines;
- May be required to travel islandwide.

2. Pensions Computation Officer (GMG/AM 4) (2 posts)

Job Purpose

To process retirement, death and family benefits for Public Officers and their dependents in accordance with the legislations, guidelines, policies and standards that governs the operations of the Pension Administration Branch.

Key Responsibilities

Technical/Professional:

- Keeps abreast of the pension statutes, legislations, regulations, policies, guidelines, resolutions and procedures;
- Applies the application of statutes/legislation, guidelines procedures in processing individual Pension Application, Death and other retirement benefits;
- Reviews application and selects service period for the computation of awards on behalf of each retiree and other beneficiaries;
- Processes retirement benefits/applications on behalf of retirees and their beneficiaries/estate;
- Prepares and generates letters for review and signature of Supervisor and/or Manager;
- Actions responses from Administrator General;
- Responds to queries on Pension related cases being processed;
- Maintains a record of cases computed or returned for queries/corrections; awards letters generated/submitted;
- Sanitizes records so as to inform decision making;
- Assists in the training of officers in the PEPAS in the MDAs;
- Liaises with the MDAs in the processing of submitted cases;
- Provides guidance to HR Officers in the MDAs;
- Provides information to the general public;
- Resolves errors made by MDAs;
- Identifies discrepancies in Pension Applications;
- Conducts research in the processing of cases;
- Analyses cases to determine type of benefits to be awarded;
- Prepares and submits periodic (monthly) Progress Reports on the status of the work assigned;
- Performs any other duties that may be assigned for the purpose of ensuring the efficient and effective functioning of the Work Unit.

Required Knowledge, Skills and Competencies

Core:

- The ability to analyze problems efficiently
- The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change
- Good Interpersonal skills
- The ability to communicate effectively orally and in writing
- The ability to work effectively under pressure
- Ability to organize work and utilize good time management techniques to meet critical deadlines
- High levels of professionalism and integrity
- Attention to detail and accuracy
- Ability to work independently and as a part of a team

Technical:

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Working knowledge of statutes, legislations, regulations policies and procedures governing Pensions

Minimum Required Qualification and Experience

- First Degree in Public Administration or Management Studies;
- Three (3) years' experience in Pensions Administration or related field;
- Any other equivalent combination of qualification and experience.

Special Conditions Associated with the Job

- Eyestrains from concentrated visual attention to the computer;
- Radiation from computer;
- Pressure to meet critical deadlines.

Applications accompanied by Résumés should be submitted **no later than Thursday, 3rd March, 2022 to:**

**Senior Director, Human Resource Management and Development
Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4**

Email: hrapplications@mof.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**