



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

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### **CIRCULAR No. 112** **OSC Ref. C. 5851<sup>19</sup>**

**22<sup>nd</sup> March, 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 **vacant** post of **Information and Communications Technology Manager (MIS/IT 6)**, in the **Jamaica National Agency for Accreditation**, salary range \$2,138,484 - \$2,541,986 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Under the direct supervision of the Director, Finance and Administration the ICT Manager has responsibility for providing oversight for the Agency's Information and Communications Technology (ICT) infrastructure to include all computer hardware and software, networking components, applications, databases, website, automated processes (such as the Accreditation Management System), PBX telephones, smart phones and other digital devices.

There is a requirement for the ICT manager to ensure that all components of the infrastructure operate as intended and are updated to meet the development thrust and expansion needs of the Agency. Accordingly, the incumbent ensures that users' issues are identified and addressed and that improvements are implemented to ensure optimal operations and achievement of the Agency's goals. The incumbent also provides technical support for JANAAC events and training activities.

#### **Key Responsibilities**

##### **Management and Administrative**

- Participates in the formulation of JANAAC's ICT Strategy and manages its implementation;
- Formulates Plans, Work Programmes and Budget to guide the work of the ICT Branch;
- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Establishes and implements systems for reporting on work done against stated and agreed Work Plans;
- Facilitates the development of a robust and resilient ICT infrastructure through proper research, networking, forecasting and adherence to international standards in design and implementation;
- Develops and implements Security Strategies to protect the Network and Data;
- Organizes and co-ordinates meetings to review current ICT processes, resolve problematic issues and plans improvements to optimize user interface;
- Prepares requisitions for budgetary commitments in respect of the acquisition of computer hardware, software and other digital devices;
- Collaborates with procurement personnel to source the equipment necessary for the operations of the Agency's ICT infrastructure;
- Manages and deploys computers and other electronic equipment required for the day-to-day operations of the Agency;
- Prepares and submits Monthly Reports related to the work of the Branch as well as Progress/Status Reports on ICT projects and initiatives.

## Professional/Technical

- Collaborates with the Senior Management Team in establishing the Information and Communications Technology requirements of the Agency and recommends design specifications and equipment to meet these needs;
- Prepares specifications and cost estimates for computer hardware and provides technical assistance for the purchase;
- Recommends the selection of vendors for hardware purchases;
- Performs installation of hardware and related devices, tests and commissions newly installed equipment;
- Manages the selection and assessment of software packages by:
  - ✓ Developing specifications for application software required
  - ✓ Developing request for proposal (RFP) documents
  - ✓ Participating in the selection of the most suitable software vendor
- Provides technical guidance and training to users of the system;
- Ensures that day-to-day administrative activities are undertaken to maintain all systems optimally;
- Ensures that software upgrades and patches to Server Operating System and Database are done or as needed;
- Ensures that routine and preventative maintenance of personal computers, laptops and peripherals within the Agency is undertaken;
- Ensures that adequate Data Security is maintained by implementing, monitoring and auditing security systems, policies and procedures
- Provides technical advice to the Chief Executive Officer, Director of Finance and Administration other Directors and Managers on matters relating to ICT;
- Reviews and maintains efficient and effective database backup procedures to enable quick and efficient retrieval by:
  - ✓ Backing up servers, master files, other relevant files daily and weekly;
  - ✓ Completing the backup log detailing the status of the backup files; and
  - ✓ Actively contributing and participating in all disaster recovery processes while acting as the lead on all ICT related recovery activities.
  - ✓ Testing the ICT Business Continuity Plan as required
- Manages support position involved in systems administration and provides guidance on the resolution of problematic issues;
- Manages problems escalated to third party suppliers.
- Provides Logistic and specialist support during emergency events by:
  - ✓ Advising staff of steps to take to secure equipment;
  - ✓ Initializing shut down procedure; and
  - ✓ Securing items, as necessary.
- Maintains the CUG assignments by overseeing the:
  - ✓ Installing of phones to new and existing members of staff as directed; and
  - ✓ Assessment and repairs of malfunctioning equipment in accordance with manufacturer's guidelines.
- Oversees the preparation and maintenance of relevant Documentation Systems, ensuring that an Inventory System for the maintenance of Computer Hardware Serial Number, location and specifications is in place;
- Oversees and participates in the execution of stock counts in accordance with established procedures;
- Recommends the movement of computers, peripheral and multimedia devices within the Agency;
- Oversees JANAAC's printing processes including inventory and print logs;
- Maintains relevant and up to date knowledge of business and information technology;
- Attends relevant training programmes approved by the relevant authority;
- Participates in meetings, seminars and committees pertaining to ICT System issues
- Oversees the establishment and management of systems for the maintenance of operational and informational soft copy documents detailing the Agency's activities including the Accreditation Database Management System which:
  - ✓ Maintains databases of JANAAC's pool of assessors, accredited bodies and conformity assessment bodies
- Provides support to the users (internal and external) of the JANAAC;
- Liaises with the supplier for the AMS to resolve issues as necessary;
- Ensures the maintenance of JANAAC's electronic document library;

- Provides oversight for the design and development of the Website and Social Media Pages and monitors to ensure that the:
  - ✓ Website is updated in accordance with ISO17011 Standard;
  - ✓ Information is current;
  - ✓ Site has updated accredited CAB information; and
  - ✓ Content Management System is updated periodically
- Participates in designing advertisements, informative and operational materials;
- Provides a high level of user support through the provision of incident and problem management so that staff can make effective use of systems and equipment;
- Provides a professional, friendly and customer oriented approach at all times.

### **Human Resource**

- Provides leadership and guidance to Team members through effective communication, delegation and coaching;
- Encourages direct reports to contribute to the development of the annual goals and objectives for the Branch;  
Monitors and evaluates the performance of staff, conducts performance evaluation meetings and completes the Annual Performance Appraisal Report;
- Provides feedback on performance when necessary and implements programmes to facilitate career development;
- Identifies training needs, sources training interventions and makes recommendations accordingly;
- Participates in the recruitment of staff for the Unit, recommends leave and other Human Resource actions in accordance with existing HR policies and procedures;
- Performs any other related duties which may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### **Core**

- Good planning and organizing skills
- Excellent interpersonal skills
- Good oral and written communication skills
- Good customer service and quality focus skills
- Good problem solving and decision-making skills
- Good team building and co-operation skills
- Excellent analytical thinking skills
- High levels of initiative and innovativeness
- High levels of integrity and professionalism
- High levels of proficiency in the use of relevant computer applications
- Good adaptability skills and the ability to prioritize amongst conflicting demands

#### **Technical**

- Sound knowledge of ICT architectural/infrastructural concepts
- Knowledge of business information systems design
- Knowledge of database management and systems administration
- Knowledge of graphic design and website development
- Knowledge of computer trouble shooting and networking
- Knowledge of data security systems disaster recovery procedures
- Basic knowledge of the local and international protocols and procedures governing accreditation

### **Minimum Required Qualification and Experience**

- Bachelor's Degree in Computer Science, an ICT discipline or equivalent qualifications;
- Four (4) years' experience in a comparable working environment;
- At least two years supervisory or managerial experience.

**Special Conditions associated with the Job**

- Extensive exposure to CRT Rays;
- Required to sit for long hours with prolonged periods of concentration;
- Required to work beyond normal hours on weekdays as well as on weekends and public holidays, on occasion;
- Frequent exposure to shocks, dust and sharp instruments;
- Frequent lifting of items.

Applications accompanied by résumés should be submitted via email, **no later than Monday, 4<sup>th</sup> April, 2022 to:**

**Manager, Human Resource Management and Development**

**Email: recruitstaffagency@gmail.com**

**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**