



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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24th 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 following **vacant** posts in the **eGov Jamaica Limited**:

1. **Manager, E-Services (Level 9)**, salary range \$4,052,402 - \$4,851,158 per annum and any allowance(s) attached to the post.
2. **Senior Systems Administrator (Level 8)**, salary range \$3,112,440 – \$3,734,931 per annum and any allowance(s) attached to the post.
3. **Senior Database Administrator (Level 8)**, salary range \$3,112,440 – \$3,734,931 per annum and any allowance(s) attached to the post.
4. **Senior Network Engineer (Level 8)**, salary range \$3,112,440 – \$3,734,931 per annum and any allowance(s) attached to the post.
5. **Senior IT Security Engineer (Level 8)**, salary range \$3,112,440 - \$3,734,931 per annum and any allowance(s) attached to the post.
6. **Database Administrator (Level 7)**, salary range \$2,357,907 - \$2,829,489 per annum and any allowance(s) attached to the post.
7. **Network Engineer 2 (Level 7)**, salary range \$2,357,907 - \$2,829,489 per annum and any allowance(s) attached to the post.
8. **Auditor – Information System (Level 7)**, salary range \$2,357,907 - \$2,829,489 per annum and any allowance(s) attached to the post.

1. Manager, E-Services (Level 9)

Job Purpose

Under the supervision of the Department Head, Systems Management and Services, the Manager, E-Services, will manage the operations of the E-Services Unit to ensure a safe, secure, reliable and efficient enterprise messaging and collaborative ecommerce environment in alignment with the business objectives of the Organization. The Manager, E-Services, will also plan, co-ordinate, direct and design IT related activities of the Organization, as well as provide administrative direction and support. He/she will work closely with decision makers in other Departments to identify, implement and support cost-effective technology solutions for all aspects of the Organization.

Key Responsibilities

Management/Administrative:

- Manages the overall operations of the E-Services Unit;
- Develops and implements strategies to ensure the efficient and effective management and administration of the Unit;
- Develops and communicates strategies and plans to the Department's Head, staff, partners, customers and stakeholders, as appropriate;
- Participates as a member of the Management Team in governance processes of the company;
- Participates in the Departmental Strategic Planning process to achieve business goals by prioritizing initiatives and co-ordinating the evaluation, deployment and management of current and future technologies;

- Assesses the performance and overall effectiveness of the Unit against the Company's Strategic Goals and Objectives;
- Prepares Operational and Work Plans for the Unit;
- Collaborates with the Department's Head in the development of the Division/Department's Corporate and Operational Plans;
- Commissions and prioritizes projects to give effect to the Unit's objectives and ensures that projects are managed in accordance with company standards and guidelines;
- Co-ordinates work processes within the Unit and with external Departments/Divisions;
- Participates in the preparation of the Annual Budget Plans for manpower, capital and recurrent expenditure for the Department, in accordance with the Organization's operational goals and objectives;
- Verifies that all contracts, financial transactions and monetary arrangements conducted on behalf of the Organization adhere to corporate policies and are checked and verified appropriately;
- Informs Department's Head of operational progress, risks, issues, major setbacks, resource constraints and significant deviations from agreed objectives/targets/actions;
- Collaborates in policy development and makes representation for approval through the Department Head;
- Recommends through the Department's Head, the adoption of International Standards frameworks;
- Enforces policies and standards to support Corporate strategy and establish alignment with stakeholders;
- Collaborates in major periodic reviews of policies and standards to ensure relevance and currency;
- Ensures proper interpretation of the Policy directives of the Board of Directors;
- Collaborates in the development of departmental policies;
- Prepares Weekly, Monthly, Quarterly and Annual Reports for the Department Head;
- Prepares Management Statutory and Regulatory Reports as required.

Human Resource Management:

- Sets priorities for the Unit and resolves resource conflicts within the Unit;
- Collaborates with the Department Head in the development of the Department's Human Resource plans;
- Recommends, through the Department Head, transfer, promotion, termination and leave for staff;
- Assesses training needs and ensures that the relevant level of training, development and coaching is available to all Team Members and that training needs are met;
- Ensures that there is both individual and organizational effectiveness and that everyone is encouraged and supported in his/her professional development, giving employees the best opportunities to develop their abilities and careers within the Unit;
- Monitors and evaluates the performance of direct reports and initiates corrective action, where necessary, to improve performance;
- Collaborates with the Department Head to ensure that Job Descriptions are reviewed, goals and objectives are set and Performance Appraisals are conducted for each member of the Team;
- Manages all Team Members to ensure high performance and productivity levels are maintained at all times and objectives and targets are achieved;
- Ensures that the Unit is staffed with adequately trained personnel to undertake assigned tasks;
- Ensures staff awareness of, and adherence to, the Human Resource Policy and other management procedures in the Organization;
- Convenes regular Team Meetings to discuss operational problems and take decisions on solutions;
- Ensures that HR policies are implemented consistently and that fairness, reasonable standards in the treatment of people, equal opportunities and work life balance, are maintained to create a positive work environment and minimize risk of action taken against the company;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, mentoring and coaching;
- Leads, coaches and motivates the Unit, ensuring a clear understanding of the Company's Mission, Vision and Values, towards the highest levels of service provision;
- Performs any other related job enrichment duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Good Project Management skills
- Sound knowledge of the importance and application of the technologies managed by the Unit

Core:

- Excellent oral and written communication skills
- Excellent leadership and coaching skills
- Excellent interpersonal skills
- Excellent good team building skills
- Good planning and organizing skills
- Good project and people management skills
- Good analytical/logical skills
- Ability to manage complex issues
- Ability to deal with diverse range of demands, simultaneously

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Engineering or equivalent from a recognized tertiary institution;
- Experience in Budgeting, Planning and Project Management;
- Eight (8) years' hands-on-experience in the provision of technical support for at least three (3) major Information Systems.

2. Senior Systems Administrator (Level 8)

Job Purpose

Under the supervision of the Manager, Systems Administration, the Senior Systems Administrator is required to develop and enhance Operating System (OS) and middleware systems; ensuring the integration of operating systems, middleware and applications; identifying technologies that may enhance the overall technical solution. The incumbent will also be required to ensure consistency in the reliability, performance and quality of integrated solutions, as well as ensure that standards and recommended best practices are adhered to in all software system design, configuration and implementation.

Key Responsibilities

Administrative:

- Provides guidance to Level I and Level II Administrators to ensure deliverables and activities are done in accordance with the Company's Standards and Guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Technical Services Department;
- Collaborates with the relevant Manager in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the System Administration and Technical Development and Standards Units.

Technical/Professional:

- Identifies and implements Industry standards, best practices and emerging technologies to manage and monitor access to and use of the computing environment;
- Advises the Manager on the technical specification, security and access protocols of devices and sub-systems to be included in the computing environment.
- Designs, develops and implements safe, effective and reliable Operating System (OS) and middleware solutions to the levels of service requested by our clients;
- Liaises with vendors of various Information Technology Systems in determining technologies and their suitability;
- Liaises with contractors for the proper installation and servicing of OS and middleware systems;
- Develops prototype of solutions for assessment;
- Monitors and manages the implementation activities of the vendor;

- Directs the work of external parties in conformance with the Company's guidelines and methodologies;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Collaborates with Departments in developing and maintaining system requirements that determine the ultimate deliverables;
- Understands user requirements;
- Researches technologies best suited to provide the total integrated solution to meet the customer's business need;
- Tests OS and middleware systems to ensure that a quality solution is accepted;
- Understands system requirements to design an integrated OS and middleware infrastructure;
- Ensures that security levels are adhered to based on Security Policy and Guidelines;
- Ensures system performance to the levels of services requested by our clients;
- Monitors and captures relevant environment statistics using available tools;
- Tracks and analyzes resource utilization for capacity planning;
- Makes relevant recommendations and configuration changes for system improvement;
- Ensures OS and middleware availability for application systems;
- Assists in the technical evaluation of Tenders/Bids from vendors/contractors for the supply and/or installation of products and/or services for the clients of the Company or the Company itself;
- Understands the overall system specifications and how they may impact on given computing environment infrastructures;
- Formulates, implements and tests backup and recovery procedures for the various technologies under management;
- Performs any other related job enrichment duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Good understanding of the overall system specifications and how they may impact on given computing environment infrastructures
- Knowledge of Network and IT Security
- Knowledge of web-based applications/Website Administration
- Experience with Automation and Scripting
- Experience with Linux and Windows Server Administration
- Experience with Virtual Infrastructure Administration

Core:

- Good oral and written communication skills
- Good analytical/logical skills
- Good planning and organizing skills
- Very good team-building skills
- Very good leadership and coaching skills
- Excellent interpersonal skills
- Ability to manage complex issues
- Ability to simultaneously deal with diverse range of demands

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Information Systems or equivalent from a recognized tertiary institution;
- Three (3) years' equivalent work experience;
- Certification in MCSA/MCSE (Server 2008 or later), RHCSA or Linux+ and VCP (VMWare Datacenter virtualization and/or Cloud Management and Automation) would be as asset.

3. Senior Database Administrator (Level 8)

Job Purpose

Under the supervision of the Manager, Database Administration, the Senior Database Administrator is responsible for designing, monitoring and maintaining databases, while ensuring high levels of data performance and availability. The incumbent is also responsible for overseeing the implementation of Database policies and procedures to ensure the integrity and availability of

these databases and their accompanying software. It is this individual's role to design the physical translation of the database and implement the logical data design specifications prepared by the Software Developers, Business Intelligence Analysts and Data Modelers.

Key Responsibilities

Management/Administrative:

- Assists in the management of the databases, oversees their performance and ensures that they are maintained at a high standard and are available to the relevant employees;
- Assists in the development and implementation of policies and strategies to ensure the efficient and effective delivery of service by the BI Unit;
- Collaborates with the Manager, BI Unit, in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the BI Unit;
- Mentors other DBAs in key areas of Database Administration;
- Provides guidance and mentorship to Level I and Level II DBAs to ensure deliverables and activities are done in accordance with the Company's Policy, Standards and Guidelines.

Technical/Professional:

- Installs, configures and administers Database Servers (MS SQL, PostgreSQL, Informix);
- Monitors, troubleshoots and tunes DBMS in accordance with best practices and specific operational requirements for performance, availability, integrity and security;
- Implements policies and/or strengthens measures implemented for provision of database security, database availability, data throughput, database backup and restoration;
- Automates routine maintenance activities for application databases;
- Executes and enhances Database resource and access monitoring, recovery methods and practices;
- Assists in the implementation of the logical database from specifications;
- Establishes and maintains a satisfactory level of security for all databases;
- Creates and implements database search strategies;
- Establishes standards, procedures and schedules for database backups;
- Develops recovery procedures for each database;
- Establishes appropriate end-user database access control levels;
- Monitors, optimizes and allocates physical data storage for Database Systems;
- Plans and co-ordinates data migrations between systems;
- Participates in research on database technology trends;
- Assists in research and development efforts in data collection, as well as analysis of emerging database technologies;
- Develops testing methodology to establish applicability of new technology;
- Provides guidance to junior members of the Team;
- Performs any other related duties that maybe assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Advanced skills (installation, configuration, tuning, replication, backup, restoration, loading) in database administration
- Experience in Linux and Windows Server Administration
- Good SQL programming skills (development of stored procedures and complex SQL statements)
- Strong awareness of data privacy and confidentiality principles and practices
- Knowledge of principles of high availability and relevance to data
- Knowledge of Networking and IT Security Administration

Core:

- Good oral and written communication skills
- Good interpersonal skills
- Good planning and organizing skills
- Goal and result oriented
- Good analytical, conceptual and problem-solving abilities
- Good customer service skills
- Ability to work under pressure in a target driven environment

- Able to work collaboratively with others to provide a high-quality service
- Ability to manage complex issues

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science/IT field or equivalent from a recognized tertiary institution;
- Three (3) years' experience supporting an enterprise implementation of MS SQL Server;
- Experience with other enterprise DBMS such as Informix and PostgreSQL would be an asset;
- Valid certification in at least one of the following enterprise DBMS – MS SQL, Informix or PostgreSQL.

4. Senior Network Engineer (Level 8)

Job Purpose

Under the supervision of the Manager, Network Support, the Senior Network Engineer will develop Network Systems, work with operating systems and related applications; identify network technologies that may enhance existing communication solutions, ensure consistency in the reliability, performance and quality of integrated network solutions. The incumbent will ensure that standards and best practices are adhered to in all network design, configuration and implementation.

Key Responsibilities

Management/Administrative:

- Provides guidance to Level I and Level II Engineers to ensure deliverables and activities are done in accordance with the Company's standards and guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Network Services;
- Collaborates with the Manager in the development of the Unit's Operational and Work Plans;
- Liaises with internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the Network Support Unit.

Technical/Professional:

- Identifies and implements the Industry standards, best practices and emerging technologies to manage and monitor access to and use of the Local Area and Wide Area Network (LAN/WAN);
- Advises the Manager on the technical specification, security and communication protocols of network devices to be connected to the LAN/WAN;
- Designs, develops and implements safe, effective and reliable communication solutions to the levels of services requested by our clients;
- Liaises with vendors of various Information Technology Systems in determining technologies and their suitability;
- Liaises with contractors for the proper installation and servicing of Communication Systems;
- Develops prototype of solutions for assessment;
- Monitors and manages the implementation activities of the vendor;
- Directs the work of external parties in conformance with the Company's guidelines and methodologies;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Collaborates with Departments in developing and maintaining system requirements that determine the ultimate deliverables;
- Understands user requirements;
- Researches technologies best suited to provide the total integrated solution to meet the customer's business need;
- Tests Network Systems to ensure that a quality solution is accepted;
- Understands system requirements to design Local and Wide Area Network infrastructure;
- Ensures that security levels are adhered to based on security policy and guidelines;
- Ensures Network System performs to the levels of services requested by our clients;

- Monitors and captures relevant network statistics using available tools;
- Analyzes network statistical data;
- Makes relevant recommendations and configuration changes for system improvement;
- Ensures bandwidth availability for Application Systems;
- Assists in the technical evaluation of Tenders/Bids from vendors/contractors for the supply and/or installation of products and/or services for the clients of the company or the company itself;
- Understands the overall system specifications and how they may impact on given network infrastructures;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Advance use of technology
- Good understanding of Network design and implementation
- Ability to formulate and conceptualize solutions
- Good knowledge of VoIP Telephony System
- Network/System analysis
- Knowledge of Structured Cabling System design and implementation
- Very good knowledge of Network Analysis, Design and Development
- Extensive knowledge of TCP/IP, Ethernet, OSPF, MPLS, BGP, VPN, Wireless, QoS, VoIP and other Internet/Intranet technologies

Core:

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Good planning and organizing skills
- Good analytical skills
- Good problem-solving abilities
- Able to effectively prioritize tasks in a high-pressure environment
- Strong customer service orientation
- Goal and result oriented

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science, Telecommunications, Electrical Engineering or equivalent from a recognized tertiary institution;
- Five (5) years' experience in WAN/LAN design, configuration and maintenance;
- CCNP routing/switching or equivalent Certification in Network Design and troubleshooting is desirable.

5. Senior IT Security Engineer (Level 8)

Job Purpose

The Senior IT Security Engineer is responsible for the development and implementation of security controls that give effect to the Company's IT Security policies. The incumbent will participate in the creation and maintenance of security policies, standards, guidelines and procedures, as well as ensure that technical security solutions are optimally configured to protect the company's data and Information Systems from unauthorized access, use, disclosure, disruption, modification or destruction.

Key Responsibilities

Management/Administrative:

- Contributes to the development of the Department's Operational and Work Plans;
- Ensures the Department Projects are managed in accordance with Company standards and guidelines as defined by the Project Management Office;
- Participates in cross functional projects to ensure information security requirements are incorporated into system/solution designs and security controls are implemented into these systems/solutions;

- Leads and/or participates in security related projects.

Technical and Professional:

- Participates in the selection and acquisition of additional security solutions and enhancements to the existing security solutions to improve overall security as per the Government of Jamaica Procurement Guidelines;
- Oversees the configuration and administration of the Company's security solutions;
- Executes Vulnerability Assessments and Penetration Tests;
- Designs, develops and implements effective security solutions and/or controls to eliminate or otherwise mitigate identified vulnerabilities;
- Develops security administration processes and procedures in accordance with standards, procedures, directives, policies and regulations;
- Executes Penetration Testing activities and Incident Response Exercises and ensures lessons learned from incidents are collected in a timely manner and are incorporated into planned reviews;
- Ensures that Information Systems are assessed regularly for vulnerabilities and that appropriate solutions to eliminate or otherwise mitigate identified vulnerabilities are implemented;
- Performs security performance testing and reporting and recommends security solutions in accordance with standards, procedures, directives and policies;
- Monitors system logs, for systems such as firewall, intrusion detection/prevention and network traffic for unusual or suspicious activity. Interprets activity and makes recommendations for resolution;
- Monitors and assesses network security vulnerabilities and threats using various technical and non-technical data and mitigates network security vulnerabilities in response to problems identified in Vulnerability Reports;
- Performs network security evaluation in regular intervals, estimates risks to the Company and recommends remediation activities;
- Conducts research on emerging products, services, protocols and standards in support of security enhancement and development effort;
- Ensures that all changes to the security solutions comply with approved Change Management policies and standards;
- Applies security controls in support of the Risk Management Programme;
- Implements Threat and Vulnerability Assessments to identify security risks and regularly updates applicable security controls;
- Participates in the development of Information Security policies, standards, supporting guidelines and procedures, ensuring alignment with company objectives and appropriate standards;
- Applies response actions in reaction to security incidents, in accordance with established policies, plans and procedures;
- Participates in incident response and recovery efforts and prepares Security Incident Reports as required;
- Contributes to the development of Incident Response Plans in accordance with Security policies and organizational goals.

Required Knowledge, Skills and Competencies

Technical:

- Hands-on knowledge of firewalls, intrusion detection systems, data encryption and other industry-standard techniques and practices
- Good technical knowledge of network, PC and platform operating systems
- Working technical knowledge of current systems software, protocols and standards
- Strong knowledge of TCP/IP and network administration/protocols.
- Hands-on experience with networking devices
- Good understanding of Project Management principles
- Good understanding of the requirements of ISO27001
- Ability to deal with diverse and complex issues

The candidate with advanced/expert level competencies in the following areas will have a distinct advantage:

- Application and Data Security
- Computer Forensics
- Incident Management
- IT Security Architecture

- Network Operations Security
- Vulnerability Management

Core:

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent problem-solving and decision-making abilities
- Excellent planning and organizing skills
- Good analytical skills
- Goal and result oriented

Minimum Required Qualification and Experience

- Bachelor's Degree in Engineering or Computer Science;
- Information Security certifications, such as CCSA, CEH or equivalent (Desirable);
- Three (3) years' hands-on Information Security experience, supporting complex security environments;
- Two (2) years experience in Network Management, System Administration or other related disciplines;
- Hands-on experience managing/supporting firewalls, vulnerability assessment solutions, and other security systems.
- Experience in developing security policies/standards, conducting vulnerability and security assessments and designing security controls;
- Experience with SIEM solutions;
- Experience in security incident handling/management;.
- Good understanding of the requirements of ISO 27001.

6. Database Administrator (Level 7)

Job Purpose

The Database Administrator (DBA) is responsible for administering Database Management Systems (DBMS) for Mission Critical Applications. The incumbent must also implement measures to ensure data integrity, security, availability and optimal performance of application databases.

Key Responsibilities

Management/Administrative:

- Provides guidance and mentorship to the Database Administrators I, to ensure that deliverables and activities are done in accordance with the Company's standards and guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the BI Unit;
- Collaborates with the Manager, Database Administration in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the Database Administration Unit.

Technical/Professional:

Database Implementations

- Provides guidance to Level I and Level II administrators to ensure deliverables and activities are done in accordance with the company's standards and guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Technical Services Department;
- Collaborates with the relevant Manager in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the System Administration and Technical Development and Standards Units;
- Assists in the implementation of the logical database from specifications;

- Assists in achieving and maintaining a satisfactory level of security;
- Assists in the implementation of database search strategies;
- Assists in the implementation of database recovery procedures;
- Participates in research on database technology trends;
- Assists with research and development efforts in data collection, as well as analysis of emerging database technologies;
- Develops testing methodology to establish applicability of new technology.

Teamwork

- Builds and maintains strong relationships with all internal Departments;
- Works as part of a team to achieve the group and Departmental Standards;
- Works together with other Departments and Divisions within the Organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- Ensures a good level of understanding and knowledge of Database Administration principles and best practices, ensuring that customers' information needs can be timely, accurately and appropriately addressed by the Department;
- Has responsibility for own personal development in line with agreed annual performance objectives;
- Listens to and supports colleagues and Team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's performance;
- Performs other related job enrichment duties as assigned.

Required Knowledge, Skills and Competencies

Technical:

- Experience with installation, configuration, backup, restoration of enterprise DBMS
- Experience in Linux and Windows Server Administration
- Good SQL programming skills (development of stored procedures and complex SQL statements)
- Strong awareness of data privacy and confidentiality principles and practices
- Knowledge of Networking and IT Security Administration

Core:

- Good oral and written communication skills
- Good interpersonal skills
- Good planning and organizing skills
- Goal and result oriented
- Good analytical, conceptual and problem-solving abilities
- Good customer service skills
- Ability to work under pressure in a target driven environment
- Able to work collaboratively with others to provide high quality service

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or equivalent from a recognized tertiary institution;
- Two (2) years' experience in supporting MSSQL Server (experience with other enterprise DBMS, such as Informix or PostgreSQL, would be an asset).

7. Network Engineer 2 (Level 7)

Job Purpose

Under the supervision of the Manager, Network Services, the Network Engineer 2 will develop Network Systems, work with Operating Systems and related applications; identify network technologies that may enhance existing communication solutions; ensure consistency in the reliability, performance and quality of integrated network solutions. The incumbent will ensure that standards and best practices are adhered to in all Network design, configuration and implementation.

Key Responsibilities

Management/Administrative:

- Provides guidance to Level I Engineers to ensure deliverables and activities are done in accordance with the Company's standards and guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Network Services;
- Collaborates with the Manager and the Senior Network Engineer in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the Network Support Unit.

Technical/Professional:

- Identifies and implements Industry Standards, best practices and emerging technologies to manage and monitor access to and use of the Local Area and Wide Area Networks (LAN/WAN);
- Advises the manager and the Senior Network Engineer on the technical specification, Security and Communication Protocols of network devices to be connected to the LAN/WAN;
- Designs, develops and implements safe, effective and reliable communication solutions to the levels of services requested by our clients;
- Liaises with vendors of various Information Technology Systems in determining technologies and their suitability;
- Liaises with contractors for the proper installation and servicing of Communication Systems;
- Develops prototype of solutions for Assessment;
- Monitors and manages the implementation activities of the vendor;
- Directs the work of external parties in conformance with the Company's guidelines and methodologies;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Collaborates with Departments in developing and maintaining system requirements that determine the ultimate deliverables;
- Understands user requirements;
- Researches technologies best suited to provide the total integrated solution to meet the customer's business need;
- Tests Network Systems to ensure that a quality solution is accepted;
- Understands system requirements to design Local and Wide Area Networks infrastructure;
- Ensures that security levels are adhered to based on security policy and guidelines;
- Ensures Network System performs to the levels of services requested by our clients;
- Monitors and captures relevant network statistics using available tools;
- Analyses network statistical data;
- Makes relevant recommendations and configuration changes for system improvement;
- Ensures bandwidth availability for Application Systems;
- Assists in the technical evaluation of Tenders/Bids from vendors/contractors for the supply and/or installation of products and/or services for the clients of the Company or the Company itself;
- Understands the overall system specifications and how they may impact on given network infrastructures;
- Performs any other related job enrichment duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Extensive knowledge of TCP/IP, Ethernet, OSPF, PPP, BGP, VPN, Wireless, QoS and other Internet/Intranet Technologies
- Good technical knowledge of VoIP Technology
- Good knowledge of network security vulnerabilities and related mitigation tools and technologies
- Knowledge of Structured Cabling System design and implementation

Core:

- Excellent interpersonal skills
- Good problem-solving abilities

- Good written and oral communication skills
- Ability to effectively prioritize tasks in a high-pressure environment
- Strong customer service orientation
- Good Project Management and presentation skills
- Logical/Analytical reasoning

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science, Telecommunications or equivalent from a recognized tertiary institution.
- Training in Network Analysis, Design and Development;
- Three (3) years' experience in WAN/LAN design, configuration and maintenance;
- CCNA/CCNP or equivalent Certification in Network design and troubleshooting, is desirable.

8. Auditor – Information System (Level 7)

Job Purpose

Under the supervision of the Department Head, Internal Audit, the role of the Auditor - Information Systems is to assist with the preservation of the computer assets of the Organization. The incumbent will be responsible for ensuring that IT Reviews fulfil the purpose and responsibility of the IT function; appraising the reliability and integrity of the System, as well as to ensure compliance with policies, standards and regulations.

Key Responsibilities

- Appraises the reliability and integrity of Information Systems;
- Ensures compliance with policies, standards, laws and regulations;
- Conducts post-implementation Audits;
- Plans the scope of Audits and prepares an Audit Programme;
- Obtains, analyzes and appraises evidentiary data, ensuring that adequate documentation exists to support the Audit recommendations and conclusions;
- Conducts Risk Assessment;
- Prepares concise, accurate and professional written and oral reports to communicate Audits results and other relevant information to management;
- Consults with and advises management regarding Information Systems matters and other compliance or operational matters as needed;
- Obtains relevant continuing professional education to maintain current proficiencies; Adhere to Professional Auditing Standards and maintains certifications. Provides follow-up on the status of recommendations and findings;
- Assists and trains Internal Audit staff in Information Systems Analysis and Computerized Audit techniques;
- Assists with, or conducts Financial, Compliance, Operational, and Investigative Audits, as assigned;
- Performs administrative and other duties as assigned.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Good analytical, conceptual and problem-solving skills
- Ability to work collaboratively with others to provide high quality service
- Ability to work under pressure in a target driven environment
- Good organizing skills
- Articulate and focused
- Good time management skills
- Excellent IT skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or equivalent from a recognized tertiary institution;
- CISA certification is desirable;
- Two to three (2-3) years' experience working as an Information Systems Auditor;
- Knowledge of ACL would be an asset.

Applications accompanied by Résumés should be submitted **no later than Thursday, 7th April, 2022 to:**

Director,
Human Resource Management and Administration
eGov Jamaica Limited
235b Old Hope Road
P.O. Box 407
Kingston 6

Email: recruitment@egovja.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