



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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30th 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 **Accountant General's Department (AGD)**:

1. **Manager Infrastructure Operations (MIS/IT 6) - (Contract)**, salary range \$4,187,653 - 5,102,248 per annum and any allowance(s) attached to the post.
2. **Information Systems Security Officer (MIS/IT 5) - (Contract)**, salary range \$3,273,335 - 3,988,241 per annum and any allowance(s) attached to the post.
3. **Hardware Engineer (MIS/IT 5) - (Contract)**, salary range \$3,273,335 - \$3,988,241 per annum and any allowance(s) attached to the post.
4. **Systems Analyst (MIS/IT 4) - (Contract)**, salary range \$2,558,646 - \$3,117,462 per annum and any allowance(s) attached to the post.

1. Manager Infrastructure Operations (MIS/IT 6)

Job Purpose

Reporting to the Director, Information Technology, the Manager Infrastructure Operations will ensure the development, implementation and maintenance of a robust Information Technology Infrastructure Platform that can support the demands of the AGD, in its thrust of modernization and automation. The incumbent is also responsible for the Infrastructure & Operations (I&O) function throughout the AGD. This includes Data Center Operations (rack management, servers, storage, operating environment (A/C, power, lighting), networking & appliances), and network administration.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To manage and support the entire operations infrastructure for the AGD to facilitate the establishment and maintenance of appropriate information systems.
- To establish and maintain strong, strategic partnerships with vendors and service providers.
- To manage and monitor IT equipment lifecycle and develop technical specifications and recommendations as required.
- To coordinate and design comprehensive disaster recovery architecture which includes redundancy at all points of failure.
- To manage and maintain infrastructure at the AGD's Business Continuity Site and support the execution of its Business Continuity Plan as required.
- To establish and maintain a robust printing environment within the AGD by utilizing advanced technology.
- To analyze technology trends and contribute to the development of an ICT strategy, architecture, and delivery processes designed for agility and cost effectiveness.
- Responsible for the technical performance and quality of work produced by direct reports.

Key Responsibilities

Technical:

- Provides sound advice to the Accountant General, the Director Information Technology and other stakeholders on:
 - ✓ Technical and IT infrastructure requirements;
 - ✓ Emerging infrastructure and End User Computing services and technologies having characteristics likely to provide benefit to the efficiency or capabilities of the Department;

- ✓ Opportunities to apply new technologies or other solutions to challenges facing the AGD's operations and/or business services;
- ✓ Changes or emerging risks in supplier or product status and capabilities, standards and protocols, or other industry, market, or technology factors that may influence or impact IT systems and processes.
- Provides Infrastructure Services Vision, enables innovation and leverage IT trends that can create business value consistent with the AGD's requirements;
- Leads GoJ-wide, Strategic Technology initiatives to build and maintain key elements of the AGD's enterprise infrastructure, including but not limited to 24x7 Data Centre operations; mobility; and remote access services, ubiquitous (GoJ-wide) wireless networks, and enterprise-scale messaging environments;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term Information Systems Budgets for the Unit;
- Manages the day to day operations of the Unit guaranteeing the smooth running of all ICT infrastructure;
- Participates in product evaluations, product and service selections, to ensure that pricing, terms, and conditions for supplier contracts meet AGD's and IT standards and requirements while achieving optimal results;
- Manages the design, establishment, and maintenance of a network infrastructure for local and wide area connectivity and remote access;
- Conducts technical needs analysis for technology based infrastructure solutions to satisfy the requirements of the AGD, MOFP and other MDAs;
- Ensures that the Unit administers Network activities and functions for the AGD using information, software, hardware, policies, and procedures to plan, configure, operate, optimize, and troubleshoot networks and communication devices;
- Provides secure access to the network for remote users;
- Manages the deployment of new computer equipment and evaluates the risks associated with adopting new Technologies and Computer Systems;
- Ensures that automated solutions are incorporated to enhance the efficiency of the operations of the AGD, in the provision of infrastructure platforms;
- Assesses and anticipates infrastructure requirements and recommends appropriate actions and resources;
- Provides infrastructure requirements for the development and implementation of systems;
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT infrastructure solutions;
- Manages crisis situations, which may involve complex technical infrastructure problems;
- Ensures effective management of IT assets and achievement of full lifecycle value;
- Monitors equipment logs using appropriate software to aid in the detection and resolution of technical problems;
- Prepares appropriate technical and end user documentation for the Unit and other stakeholders for new infrastructure delivered by the Unit;
- Keeps current with emerging IT trends, and current dominant technologies;
- Ensures comprehensive disaster recovery architecture is maintained and operations are in place;
- Develops security tools, policies and procedures in conjunction with the Company's Security Team;
- Builds and maintains relationships with all internal Units.
- Provides periodic reports as required;
- Signs Job Description and Individual Work Plan.

Strategic Leadership:

- Implements and enforces policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and AGD;
- Assists with the preparation of the Department's Annual Strategic and Operational Plans and Budget and supports the Director, Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Provides leadership for delivery of 24/7 service operations and KPI achievement - establishes metrics, Key Performance Indicators, and Service Level Agreements (SLAs) to continually improve the performance of IT operations- Participates in the establishment of the strategic and tactical goals, policies, and procedures for the Unit;
- Establishes and implements systems for reporting on work done against stated and agreed Work Plans;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Meets or exceeds performance targets;
- Deputizes for the Director Information Technology as and when required;
- Leads in the smooth and efficient operation of the Unit through the management of daily operations.

Human Resource Management:

- Plans, organizes and directs the work of direct reports by overseeing the development of performance targets for staff, based on the Corporate Strategic Plan;
- Ensures that direct reports have sufficient and appropriate resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies competencies gaps and collaborates with the Manager Training and Development to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors job specific and environmental factors, implements and promotes health and safety policies; and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of the Unit staff are clearly identified and addressed;
- Performs any other related duty that may be assigned from time to time.

Required Knowledge, Skills and Competencies**Core:**

- Good oral and written communication skills
- Good problem solving and analytical skills
- Good customer focus skills
- Results Focus
- Integrity

Technical:

- Good knowledge of Information Technology Principles
- Good knowledge of Legislations, Policies and Procedures

Managerial:

- Good leadership skill
- High emotional intelligence
- Good Performance Management skills
- Comprehensive and technical knowledge of IT architecture, and technology.
- Knowledge of computer systems audit.
- Knowledge of the various related guiding acts, laws and regulations.
- Demonstrated ability to apply technology solutions to business problems.
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management.
- Extensive knowledge of and experience in Data Centre Operations, telecommunications, network engineering, Data Centre Applications, client/server computing, and production operations support. Specific technologies of note including but not limited to Enterprise Servers, Hyper-V, VMware, Enterprise level SANs, Cisco Voice and Networking, and POE Network Switches.

Minimum Required Qualification and Experience**Essential:**

- A Bachelor's Degree from a recognized institution in Computer Science OR Information Technology OR equivalent
- Incumbent must have technical expertise in IT Systems
- Four (4) years' experience, in a related technical IT position and at least 2 years in a managerial capacity.
- Experience in related IT disciplines such as data management, hardware platforms, network administration and outsourced systems.
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT.
- Excellent understanding of multi-disciplinary nature of IT solutions.

- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage and big data opportunities, end user experience, and training/education.
- Functional understanding of project management principles and their application to Infrastructure projects and teams.

Desirable:

- Certification from a recognized IT certifying body

Special Conditions Associated with the Job

Physical Demands - Pressured working conditions with numerous critical deadlines.

2. Information Systems Security Officer MIS/IT 5

Job Purpose

Reporting to the Director of Information Technology, the Information Systems Security Officer will perform vulnerability scans of all AGD applications, network, servers, databases and end user machines to identify existing and potential threats. The incumbent develops plans to perform corrective actions and mitigate threats. The incumbent also performs the necessary security audits and maintains an organizational IT Security Policy, positioning the AGD for future ICT audits and to enable enterprise-wide security compliance.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To perform vulnerability scans.
- To design and execute penetration testing.
- To perform security audits.
- To continuously fine-tune the AGD's Antivirus software.
- To develop and maintain IT Security Policy.
- To develop and deliver enterprise-wide security courses that will educate AGD staff on the Security Policy and overall security awareness, in order to bolster end-user's being the weakest link in Enterprise Security.

Key Responsibilities

Technical:

- Creates Information Security Strategies, both short-term and long-range, in support of the AGD's goals;
- Directs an ongoing, proactive Risk Assessment Programme for all new and existing systems and remains familiar with the AGD's goals and business processes, so that effective controls can be implemented for those areas presenting the greatest Information Security Risk;
- Communicates risks and recommendations to mitigate risks to the Director Information Technology by communicating cost/benefit terms and in a format relevant to senior administrators so decisions can be made to ensure the security of information systems and information entrusted to the AGD;
- Oversees all ongoing activities related to the development, implementation, and maintenance of the AGD's Information Security policies and procedures;
- Ensures vulnerabilities are managed by directing periodic vulnerability scans of servers connected to AGD's Network;
- Acts proactively to prevent potential disaster situations by ensuring that proper protections are in place, such as intrusion detection and prevention systems, firewalls, and effective physical safeguards, and provides for the availability of computer resources by ensuring a Business Continuity/disaster Recovery Plan is in place to offset the effects caused by intentional and unintentional acts;
- Evaluates security incidents and determines what response, if any, is needed and co-ordinates responses, including Technical Incident Response Teams, when sensitive information is breached;
- Identifies vulnerabilities in our current network by:
 - i. Developing and implementing a comprehensive plan to secure our computing network.
 - ii. Monitoring network usage to ensure compliance with security policies.

- iii. Keeping-up to date with developments in IT security standards and threats.
 - iv. Performing Penetration Tests to find any flaws.
 - v. Collaborating with management and the IT Unit to improve security.
 - vi. Documenting any security breaches and assessing their damage.
- Develops Security Awareness Courses to be delivered to all AGD end users in an effort to:
 - i. Educate and assess all end users on Security Threats and best practices for the Enterprise environment
 - ii. Educate and assess all users on the AGD ICT Security Policy and security software
 - iii. Educate and assess all end users on Security Threats and best practices to be employed outside of the Enterprise Environment.
- Performs any other related duty that may be assigned from time to time

In performing all outlined duties, the Information Systems Security Officer will be guided by the following categories:

Applications (native and off-the-shelf)
 Network (LAN and WAN)
 Servers (bare metal and virtual machines)
 Databases (Microsoft SQL)
 End User Machines (Desktops and laptops)

Required Knowledge, Skills and Competencies

Core:

- Good Oral and Written Communication
- Good Problem Solving and Analytical Skills
- Good Customer Focus Skills
- Results Focus
- Integrity

Technical:

- Strong knowledge and understanding of Data Security Management
- Strong knowledge of information systems environment, legislations, policies, procedures and standards.
- Good knowledge of Project Management methodologies.
- Proficiency in the use of relevant computer software.
- Methodical
- Change management skills
- Project management skills
- High integrity and confidentiality
- Analytical Skills
- Good knowledge of security and control features of operating systems, databases and network devices.

Minimum Required Qualification and Experience

Essential:

- Undergraduate Degree in Computer Science, Information Technology or Management Information System
- Professional Certification: Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA) or Global Information Assurance Certification (GIAC)
- Experience in computer and networking infrastructure, operating systems, and application software development.
- Experience in Project Management.
- Experience in regulatory compliance and risk management.
- Two (2) years of experience in information security management.
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Desirable:

- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Certified Solutions Expert (MCSE)
- Project Management Professional (PMP)

3. **Hardware Engineer (MIS/IT 5)**

Job Purpose

Reporting to the Manager Infrastructure Operations, the Hardware Engineer is responsible for the maintenance and support of all computer hardware within the Accountant General's Department (AGD's) operations. The incumbent oversees the configuration and installation of the relevant computer systems, servers, Uninterrupted Power Supply (UPS), Power Distribution Units (PDU), rack cabinets as well as peripherals including printers; and the troubleshooting and testing of computer hardware.

The incumbent is responsible for day-to-day maintenance and support of the hardware and power aspects of the computing environment to ensure consistency in the safety, reliability, performance and quality of hardware and power systems.

The incumbent evaluates existing computer systems and improves models and designs hardware and infrastructure solutions to meet the AGD's and other stakeholders' emerging needs.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To research, design, develop, test, implement and maintain computer hardware and infrastructure solutions to meet the Department's emerging needs;
- To analyze existing systems to identify flaws and or inefficiencies and make modifications that will increase the functions of computers;
- To maintain and support the hardware and power aspects of the computing environment to ensure consistency in safety standards, reliability, performance and quality.

Key Responsibilities

Technical:

- Designs, develops and implements safe, effective and reliable hardware and infrastructure solutions;
- Updates systems by improving the components, layout and design of computers for increased efficiency, increasing speed and function;
- Updates existing computer equipment so that computer hardware components work together with the latest software developments, in collaboration with software developers;
- Conducts research on technology trends and submits reports and recommendations on significant findings;
- Researches and reports on the technical specification, security and environmental implications of devices to be included in the Department's computing environment;
- Assesses various Information Technology Systems in determining their suitability;
- Assists in the technical evaluation of Tenders/Bids from vendors/contractors for the supply and/or installation of products and/or services;
- Monitors and manages the implementation activities of contracted vendors/suppliers for the proper installation and servicing of hardware and power systems;
- Provides Level-2/3 support and troubleshoot to resolve issues;
- Tests hardware and power systems to ensure that a quality solution is accepted;
- Establishes security levels and ensures they are adhered to/based on Security Policy and Guidelines;
- Monitors and captures relevant environment statistics using available tools;
- Tracks and analyses resource utilisation for Capacity Planning;
- Ensures hardware and power availability for systems;
- Ensures availability of all sufficient resources to assure system availability and scalability (spares, support agreement, power supply);
- Monitors hardware and power infrastructure performance and troubleshoots problem areas as needed;
- Carries out the regular preventative maintenance activities for supported equipment;
- Effects the necessary repairs, replacement and relocation of hardware;
- Monitors and tests power system performance and provides power system performance statistics and reports;
- Researches and implements Industry standards, best practices and emerging technologies to manage and monitor access to and use of hardware and infrastructure;
- Maintains knowledge of computer engineering trends and new technologies;
- Prepares reports as required;
- Signs Job Description and Individual Work Plans;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good problem-solving and analytical skills
- Good customer focus skills
- Results Focus
- Integrity

Technical:

- Good knowledge of Information Technology Principles
- Good knowledge of Legislations, Policies and Procedures
- Sound understanding of project management principles and their application to Infrastructure projects and teams
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT
- Excellent understanding of multi-disciplinary nature of IT solutions
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage, end user experience, and training/education

Minimum Required Education and Experience

- A Bachelor's Degree from a recognized institution in Computer Engineering or equivalent;
- Experience in hardware and power system design, configuration and maintenance;
- Experience in related IT disciplines such as data management, hardware platforms, enterprise printing solutions and outsourced systems;
- Four (4) years' experience, in a related technical IT position.

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines.

4. Systems Analyst (MIS/IT 4)

Job Purpose

Reporting to the Senior Programmer, the Systems Analyst in collaboration with other IT staff is responsible for designing new IT solutions, modifying, enhancing or adapting existing systems and integrating new features or improvements, to improve the efficiency of Treasury operations, productivity, and effectiveness. In support of the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS), and other enterprise wide systems, the incumbent ensures the development of applications that meet the needs of end users, administers the Operating Systems (OS) on which these applications reside, and maintains application backup and recovery schedules.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To act as liaison between the AGD and Suppliers/Developers of solutions;
- To examine existing IT systems and business models;
- To analyse systems requirements;
- To undertake product development;
- To implement, configure and test feasible solutions by:
 - ✓ Conducting cost analysis and agree with the timeframe to implement the proposed solutions
 - ✓ Specifying and shaping system requirements and operations, user interface and output and develop proposals
 - ✓ Working closely with staff and software developers, during the report and implementation phases.

Key Responsibilities

Technical:

- Provides technical expertise and recommendations in assessing new IT software projects and initiatives to support and enhance the Treasury's existing Microsoft Based Systems;
- Makes recommendations on custom applications which include a number of MS-Access data capture systems for Stewardship and other databases which need to be moved into a central SQL Repository;
- Identifies opportunities that can improve efficiency of the Treasury business processes;
- Investigates and resolves application functionality related issues and provides first level support and troubleshooting all Treasury Systems;
- Co-ordinates application development for multiple projects;
- Assists in troubleshooting software application issues;
- Assists in managing an outsource relationship for 3rd party application development consultants;
- Assists with application installation and testing;
- Troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements;
- Provides assistance and advice to all users in the effective use of applications and Information Technology;
- Provides minor programming for some in-house IT projects;
- Writes technical procedures and documentation for the applications including Operations, User Guide, etc.;
- Produces technical documentation for new and existing applications;
- Participates in weekly meetings with the IT Network Team to discuss progress and issues to be resolved, and reports progress on a weekly basis to the Senior Programmer;
- Participates on IT Project Steering Committees and be involved in the design phase of any new IT Software Development Projects;
- Assists in the creation of the system design and functional specifications for all new Development Projects;
- Serves as a liaison and facilitator between all Divisions and Units to assist in addressing and resolving IT software issues;
- Collaborates with Units in regard to business process re-engineering and develops system requirement specifications that meet those needs;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Thorough understanding of structured programming principles, system analysis techniques, system design, industry standard testing principles, system implementation, user training and follow-up
- Thorough understanding of multiple platform function including Mini-Computers, Personal Computers and workstations, to include operating system, utilities, shared and peer function
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT
- Excellent understanding of multi-disciplinary nature of IT solutions
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage, end user experience, and training/education
- Functional understanding of project management principles and their application to Infrastructure projects and teams
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department in a consistent, effective and efficient manner
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium- and long-term goals
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations

- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Ability to work effectively under pressure**
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- one face- to- face, with excellent public speaking skills

Minimum Required Education and Experience

Essential:

- Bachelor's Degree in Computer Science or Information Technology or equivalent.

Desired:

- Business Studies;
- Six (6) years' experience as a System/Programmer Analyst or other relevant post.

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Tuesday, 12th April, 2022 to:**

**Director
Human Resource Management and Development
Accountant General's Department
Ministry of Finance and the Public Service Complex
30 National Heroes Circle
Kingston 4**

Email: careers@treasury.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**