



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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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/be assigned to the following posts in the **Accountant General's Department (AGD)**:

1. **Help Desk Assistant (MIS/IT 3) - (Vacant)**, salary range \$1,147,933 - \$1,364,532 per annum and any allowance(s) attached to the post.
2. **Accounting Technician (FMG/AT 2) - (temporary)**, salary range \$953,768 - \$1,133,731 per annum and any allowance(s) attached to the post.

1. Help Desk Assistant (MIS/IT 3)

Job Purpose

Reporting to the Client Support Manager, the Help Desk Assistant provides technical support for the Treasury's Computer Systems to AGD staff, MDAs and the public. The incumbent receives and responds to requests for assistance by customers who are experiencing technical difficulties with computers or related devices such as printers or routers. The incumbent responds to telephone calls, email and personnel requests for technical support; identifies, researches, and resolves or escalates technical problems; and documents, tracks and monitors the problems to ensure timely resolution.

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

- To provide administrative support for the IT Help Desk;
- To diagnose computer-related issues including on-site;
- To create documentation;
- To provide first-level support and escalation of advanced issues to higher-level support;
- To provide feedback to management about ongoing customer difficulties and product-related issues;
- To perform installation of new software and repairs of computer hardware;
- To provide assistance in determining and ordering the appropriate pieces of hardware or software to meet clients' needs.

Key Responsibilities

Technical:

- Monitors the daily receipt of tickets and automated assignments to specialists;
- Identifies any emergency/critical tickets logged and advise Unit Manager;
- Tracks ticket resolution according to SLA;
- Provides daily management reports on ticket resolution metrics to Unit Manager;
- Follows up with specialists on unresolved tickets approaching the expiration of the SLA;
- Logs tickets manually in the event of system being down;
- Operates the Help Desk Hotline and either address, or route calls accordingly;
- Converts telephone requests to tickets for action by specialists;
- Resolves issues received by phone, walk-ins or email, which are within scope, according to the established guidelines for standard responses to client issues;
- Provides remote support services to user base where appropriate;
- Escalates any issue that may fall outside of scope, in accordance with the established guidelines for processing;
- Logs in manually the Ticketing System all queries/requests received outside of the formal Ticketing System to ensure that they are accounted for and tracked;
- Assists specialist with closing tickets according to SLAs;
- Provides administrative support for the Unit;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **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
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **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
- **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
- **Ability to work effectively under pressure**
- **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
- **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 behaviours, 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
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviours appropriate to the AGD's business and social environment

Essential:

- Advanced skills in Microsoft Office Suite
- Comprehensive and technical knowledge of Enterprise Systems and Technology
- Cutting edge knowledge of computer hardware, systems repair and maintenance
- Cutting edge knowledge of technology enabled automated Help Desk operations
- Knowledge of the various guiding Acts and Regulations

Desirable:

- Knowledge of CTMS

Minimum Required Qualification and Experience

Essential:

- Diploma or Associate Degree from a recognized Institution in Information Technology;
- Technical expertise in Enterprise Systems;
- Three-four (3-4) years' experience working in a technical support IT position.

Desirable:

- Training in Customer Service

Special Condition Associated with the Job

- **Physical Demands** - Pressured working conditions with numerous critical deadlines.

2. Accounting Technical (FMG/AT 2)

Job Purpose

The Accounting Technician is responsible for preparing Journal Vouchers and updating all Cash Books for Bank Accounts managed by the Finance and Accounts Unit.

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

- To update Cash Books for all Bank Accounts that are managed by the Unit to facilitate reconciliation of the Bank Accounts for the prompt detection of errors and correction of any discrepancies;
- To prepare Journal Vouchers.

Key Responsibilities

Technical:

- Creates Commitment Vouchers on Government Financial Management System (GFMS);
- Obtains source documents which impact the various Cash Books from various sources;
- Updates Cash Books;
- Prepares Journal Vouchers to facilitate adjustments and to correct errors;
- Files Journal Vouchers;
- Reconciles the Central Payment Accounts (CPA) for AGD and Pension Heads;
- Maintains appropriate files, reports and documentation;
- Maintains regular contact with internal and external customers;
- Ensures follow-up action as and when necessary;
- Performs any other related duties that may be assigned from time to time

Required Knowledge, Skills and Competencies

- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Attention to detail**
- **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
- **Collaboration and Teamwork:** The ability to be collaborative, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **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
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **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
- **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 behaviours, in order to build trust and credibility
- **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 behaviours appropriate to the AGD's business and social environment
- **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
- **Ability to work effectively under pressure**

Essential:

- knowledge of Accounting practices and applications
- Comprehensive knowledge of Government Accounting procedures
- Working knowledge of relevant computer systems and applications
- Working knowledge of the Staff Order and the FAA Act
- Knowledge of International Public Sector Accounting Standards (IPSAS)

Minimum Required Education and Experience

- AAT Level 2; **or**
- ACCA-CAT Level B; **or**
- Certificate in Accounting from a recognized University; **or**
- Completion of Second year in BSc in Accounting/Management Studies or BBA at a recognized University; **or**
- ASc in Accounting, MIND; **or**
- Government Accounting level 2 Modules 1-5;
- Two (2) years of experience in Accounting in a similar capacity.

Special Condition Associated with the Job

- **Physical Demands** - Required to travel locally and internationally; and pressured working conditions with numerous critical deadlines.

Applications accompanied by Résumés should be submitted **no later than Tuesday, 14th June, 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