



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 290

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6th July, 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 Technology Specialist (MIS/IT 3)** in the **Consumer Affairs Commission**, salary range \$1,147,933 - \$1,364,532 per annum and any allowance(s) attached to the post.

Job Purpose

The purpose of the job is to provide first level information and communication technology support to all staff members of the CAC and to ensure that all computer systems are fully operational and maintained.

Key Responsibilities

- Ensures all user data and application databases are periodically stored in an offsite backup medium;
- Secures all System Passwords through appropriate storage;
- Stores and keeps track of all information and communication technology assets in the Commission;
- Creates network and email user profiles as needed;
- Tracks and resolves user issues through analysis and application of the requisite remedy;
- Provides primary support for issues related to the software, network, and communication technology;
- Identifies and reports issues that require software programming changes to the relevant internal resource or to the third-party vendor;
- Liaises with vendors and third-party service providers during implementation of new services or technology or to resolve issues;
- Installs and maintains software applications and operating systems to ensure optimal use of resources;
- Performs technology needs analysis assessments and makes recommendations to the IT Manager;
- Plans, implements, and supports network and computing infrastructure;
- Assists with the evaluation of vendors bidding for contracts to provide a service or product;
- Assists with technology planning through ongoing research;
- Installs and monitors Information Technology Security Infrastructure;
- Updates and post items to Website;
- Assists in the training of temporary and permanent staff in the use of Information Technology as needed;
- Performs any other related duties which may be assigned from time to time.

Authority

- Recommends to the IT Manager major changes to technology configuration, new technology implementations, purchase of technology assets and major projects to correct root cause;
- Creates, edits, or deletes user profile and email profiles as needed by Departments.

Required Knowledge, Skills and Competencies

Functional/Technical:

- Technical Skill
- Problem Solving and Support Process
- Vendor Relationship Management
- Project Management
- Information Security

- Organizational and Environmental Awareness

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science or MIS;
- Three years in the field of Information and Communication Technology.

Applications accompanied by résumés, should be submitted **via email** to: jobs@cac.gov.jm, **no later than Tuesday, 19th July, 2022 to:**

**The Finance and Administration Manager
Consumer Affairs Commission
34 Trafalgar Road, Kingston 10**

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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**