OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
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<u>**CIRCULAR No. 356**</u>   **26th August, 2022**
<u>**OSC Ref. C. 5849[12]**</u>

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 **Independent Commission of Investigations (INDECOM):**

1. **Network Administrator (MIS/IT 4)**, salary range $1,710,225 - $2,032,920 per annum and any allowance(s) attached to the post.

2. **Secretary 2 (OPS/SS 2) (Western Region),** salary range $781,231 - $928,638 per annum and any allowance(s) attached to the post.

3. **Control Room Operator (OPS/TO 3)**, salary range $726,922 - $864,165 per annum and any allowance(s) attached to the post.

1.   <u>Network Administrator (MIS/IT 4)</u>

<u>**Job Purpose**</u>

To maintain the computing environment by identifying Network requirements; installing upgrades; monitoring Network performance.

<u>**Key Responsibilities**</u>

- Establishes Network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols;
- Evaluates Network performance issues including availability, utilization, throughput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls;
- Maintains Network performance by performing Network monitoring and analysis, and performance tuning; troubleshooting Network problems; escalating problems to vendor;
- Secures Network and developing Network Access, monitoring, control, and evaluation; maintaining documentation;
- Maintains an inventory of parts for emergency repairs;
- Upgrades Network by conferring with vendors; developing, testing, evaluating, and installing enhancements;
- Installs all new hardware, systems, and software for Networks;
- Installs, configures, and maintains network services, equipment and devices;
- Plans and supports Network and computing infrastructure;
- Documents Network problems and resolution for future reference;
- Monitors system performance and implements performance tuning;
- Provides technical support to end users;
- Performs any other duties assigned.

<u>**Required Knowledge, Skills and Competencies**</u>

- Excellent oral and written communication skills
- Good problem solving skills
- Strategic planning, multi-tasking, quality focus;
- Coordination, technical understanding, quick study and technical zeal
- Comprehensive knowledge in computer systems operation;
- Comprehensive knowledge in Network Performance Tuning,
- LAN Knowledge, Network Design and Implementation.

Minimum Required Qualification and Experience

- First Degree in Network Administration or related discipline or;
- Cisco CCNA or Comptia Network/Security + Certification and;
- Three (3) years' experience in a similar capacity.

2.   Secretary (OPS/SS 2)

Job Purpose

To provide secretarial support.

Key Responsibilities

- Prepares accurately typed reports, memo, letters and other correspondence from manuscript for review and signature;
- Prepares drafts for review;
- Maintains an efficient Filing System for correspondence and files;
- Provides general information to internal and external customers/clients;
- Deals promptly with routine correspondence;
- Screens telephone calls and visitors to team;
- Dispatches mail, send fax, email, scan, and photocopy documents;
- Monitors Attendance Register (team specific);
- Update personnel files (team specific);
- Maintain Log Registers (team specific);
- Takes Minutes and schedules appointments for meetings;
- Takes dictation;
- Maintains Case Management System (CMS) and database;
- Performs any other related duties as assigned.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Good customer service and interpersonal skills
- Good time management skills
- Proficiency in relevant computer applications
- Ability to work in teams
- Comprehensive knowledge of office procedures and systems
- Sound knowledge of customer service
- Sound knowledge of computer applications

Minimum Required Qualification and Experience

- Diploma in Secretarial Studies;
- Certificate in Administrative Management Level 2 (MIND);
- Four (4) CXC/GCE including English Language.

Special Conditions Associated with the Job

- Work beyond normal office hours;
- Agreeable working conditions.

3.   Control Room Operator (OPS/TO 3)

Job Purpose

The incumbent, under the supervision of the Director of Intelligence, monitors the Control Room and logs, maps, charts investigative operations received from the Security Forces, public or any other person as well as deploy the respective team across the Island to respond to incident scenes. The incumbent also monitors the video and audio communication at incident scenes and in the scene response vehicles.

Key Responsibilities

- Answers telephone calls on the Commission's tip lines, incident scene lines and forward promptly to the appropriate member of staff;
- Completes New Case Report Form and Log Sheets;
- Manages the Booking out Board and Essential Mapping;
- Manages the intake process of collecting statements and issuing receipts from the Security Forces;
- Monitors audio and video communication installed in the Commission's fleet vehicles;
- Liaises with Investigators at incident scenes and management in office;
- Co-ordinates teams and scene responses as well as record actions taken by employees, the Security Forces and the general public which is pertinent to the Commission;
- Performs other related duties assigned.

Required Knowledge, Skills and Competencies

- Excellent interpersonal skills
- Good oral and written communication skills
- Pleasant personality
- Ability to work in teams
- Good customer service and inter-personal skills
- Good time management skills
- Proficiency in relevant computer applications
- Ability to use initiative and to multitask

Minimum Required Qualification and Experience

- Secondary School Education
- Certificate in Customer Service
- A minimum of two years' experience in a similar position
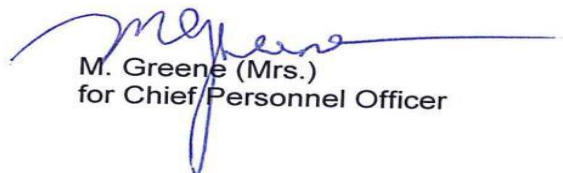
Special Conditions Associated with the Job

* Agreeable office environment; 24 hour shift system

Applications accompanied by résumés should be submitted **no later than Tuesday, 6th September, 2022 to:**

hrd@indecom.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.

M. Greene (Mrs.)
for Chief Personnel Officer