



Office of the Services Commissions

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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 the following **vacant** posts in the **Postal Corporation of Jamaica**:

1. **Senior Director, Operations (GMG/SEG 5)**, salary range \$3,706,560 - \$4,405,935 per annum and any allowance(s) attached to the post.
2. **Director, Business Development and Special Projects (GMG/SEG 3)**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
3. **Manager Sales and Marketing (GMG/SEG 2)**, salary range \$2,104,355- \$2,501,416 per annum and any allowance(s) attached to the post.
4. **Infrastructure and Information System Specialist (MIS/IT 6)**, salary range \$2,138,484 - \$2,541,986 per annum and any allowance(s) attached to the post.
5. **Information Manager (MIS/IT 6)**, salary range \$2,138,484 - \$2,541,986 per annum and any allowance(s) attached to the post.
6. **Senior Commercial Services Officer (GMG/SEG 1)**, salary range \$1,640,253 - \$1,949,746 per annum and any allowance(s) attached to the post.
7. **Hardware Technician (MIS/IT 3)**, salary range \$1,147,933 - \$1,364,532 per annum and any allowance(s) attached to the post.
8. **Administrative Assistant (GMG/AM 3)**, salary range \$1,229,060 - \$1,460,966 per annum and any allowance(s) attached to the post

1. Senior Director, Operations (GMG/SEG 5)

Job Purpose

Under the direct supervision of the Chief Executive Officer (CEO), the Senior Director, Operations is responsible for managing the day-to-day operations of the Postal Corporation of Jamaica, as well as, directing and overseeing the core operations of the Corporation and ensuring that the highest level of service, compliance and efficiency are observed. The incumbent should also ensure that agreed targets are met, established standards for both the Corporation and the Postal Industry are maintained and the Corporation discharges its obligations in accordance with its mandate. Additionally, the incumbent will ensure the development of mechanisms to maintain accountability, transparency and efficiency of the Entity's operations, as well as keep apprised of global trends/evolutions in the Postal Industry.

Key Responsibilities

Strategic Leadership and Performance Management:

- Leads, advises and provides guidance to the portfolio of functions across the Corporation, negotiating Budgets, setting performance expectations and monitoring and evaluating performance outcomes to contribute to the achievement of the Corporation's objectives and outcomes;
- Provides programmatic leadership and input for all strategic and annual planning decisions and processes with the CEO and Corporation's senior leadership to develop and execute Annual Operations Plans as well as Unit/Divisional Budgets and work with Department Teams in support of the Corporation's Corporate Mission, Goals, Objectives and service outcomes;
- Finalizes submission and implementation of Annual Corporate/Operational and Budgets;
- Tracks and records successes in effectively and efficiently meeting goals;
- Collaborates with leadership to build an environment of collective responsibility and accountability;

- Ensures that there is greater synergy between the Postal Corporation of Jamaica and the Post and Telecommunications Department in collaboration with the Chief Executive Officer;
- Ensures that an appropriate performance mechanism is adopted and implemented to ensure optimal performance of the Corporation in conjunction with the Director, Human Resource Management and Administration;
- Ensures improvements in the standard, quality, security and consistency of products and services being delivered both internally i.e. to staff and externally i.e. to our stakeholders/partners to MDAs, private entities as well as the wider public;
- Ensures that the necessary information technology support is routinely provided to existing and new business processes/products being offered by Jamaica Post;
- Ensures that a positive/progressive organizational culture is created and maintained in order to achieve the strategic objectives of the Corporation;
- Ensures adherence to Key Performance Objectives to meet business and customers' expectation;.
- Ensures expertise and effectiveness across operating platforms;
- Prepares and submits performance and other reports as required and ensures timely submission of all documents/information requested from the Divisions/Units;
- Monitors, evaluates and reports on the implementation of required actions arising from Board decisions as well as the effective implementation and compliance with legislative requirements and policies;
- Evaluates, reviews and reports on organizational performance against clearly defined objectives and performance targets, as well as reallocate resources across different areas (e.g., Budgets) within overall approved resources for the year based on agreed action plans to close gaps;
- Facilitates the achievement of performance standards by effective leadership and collaboration with the CEO and the Corporation's Senior Leadership to agree, set and monitor performance standards of the Corporation and the Industry;
- Monitors the Corporation's compliance with the Public Bodies Management and Accountability Act (PBMA), Finance Administration and Audit (FAA) Act and other enabling regulations;
- Reviews and approves prepared contracts and obtains the Chief Executive Officer's signature;
- Reviews Security Plans for the Corporation and makes recommendations as appropriate;
- Participates in the review of fees and charges for products and services of the Corporation;
- Reviews non-compliance issues and looks for opportunities for reviewing procedures and/or making cultural shifts in operations in order to increase compliance rates;
- Monitors the Corporation's performance targets and provides feedback to the Chief Executive Officer;
- Assists in co-ordinating the presence of the Corporation at various local and international events;
- Attends meetings and participates in various fora on behalf of the CEO or the Corporation.

Postal Service Transformation:

- Reviews new and updated operational and postal policies and procedures and makes recommendations to improve operations;
- Resolves issues and obstacles faced by staff with customers and/or other external Agencies;
- Manages the analysis, review and proposals for Inter-Governmental operations with all relevant entities;
- Formulates and maintains effective internal controls which promote efficiency and effectiveness in the delivery of core services and enable compliance with internal policies and procedures;
- Ensures adequate facilities are in place to improve partnership and compliance within the Industry;
- Assists in directing the transformational Change Agenda and the implementation of strategic initiatives across the Corporation in order to achieve high levels of ownership and compliance.

Policy:

- Develops strategies to improve service delivery for local/international businesses and domestic customers through product and service diversity, high quality customer service standards and commercially sensitive prices;
- Develops a strategy map of the Postal Service and recommends strategic changes to the Board, through the CEO that will facilitate policy approval and/or revision (including amendments to legislation and regulations, as necessary);
- Co-ordinates and collaborates on the development and review of policy recommendations to the Board, through the CEO that will facilitate policy approval and/or revision (including amendments to Legislation and Regulations, as necessary).

- Implements policy decisions and procedures of the Corporation across its Divisions/Units, including ensuring the adequacy of required resources (human, physical/infrastructural, financial and systems);
- Develops implements and maintains policies and procedures to guide the operations of the Corporation, including reporting and information management;
- Oversees and ensures that the Corporation is within the span of control to operate within the established policies and procedures;
- Initiates the development or review of policies and relevant regulations;
- Advises the Chief Executive Officer of issues arising from policy implementation and makes recommendations for requisite changes/actions.

Marketing and Business Development:

- Ensures strategic objectives shaped at the senior leadership level are translated into tactical Business Plans with mechanisms for key measurements in place to monitor progress;
- Analyzes and appraises applications and Project Proposals/Business Plans and recommends those that are suitable for consideration by the Chief Executive Officer;
- Reviews all phases of the project cycle and the progress of all Projects undertaken by the Corporation;
- Undertakes post evaluation of completed Projects and drafts and monitors agreements, in collaboration with the Director, Business Development and Special Projects;
- Undertakes post evaluation of completed Marketing Plan and monitor agreements, in collaboration with the Director, Commercial Services and Marketing;
- Reviews the performance of commercial services and makes strategic changes, where necessary;
- Ensures that contracts for third party commercial services are negotiated and implemented and that all commercial services are monitored to established standards.

Project Management:

- Participates in and oversees the development, implementation and maintenance of individual project objectives and short- and long-range plans;
- Develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Ensures/oversees the preparation, implementation and monitoring of Projects.

Key Stakeholder Management:

- Initiates and communicates high level priorities for the Corporation to achieve Government outcomes. Communicate effectively with the Corporation's senior leadership, directors and stakeholders to enable timely dissemination of information to the Board Chairman, Senior Leadership/Directors and staff, as well as stakeholders as necessary.
- Builds and maintains relationships within key stakeholders, technical experts and consultants working with or who have interest in the business of the Corporation.
- Co-ordinates the visits and meetings of Heads of Government and Diplomatic Missions.
- Initiates funding negotiations with local and international Agencies.

Finance and Governance:

- Develops, implements and monitors the fiscal activities of the Corporation, ensuring clear management controls systems are in place in the areas of budgeting, timely reporting, accounting, audit and financial reserves;
- Monitors finances and information systems and intervenes as necessary;
- Assists in anchoring and translating ideas through strong advocacy and sound understanding that promote the Corporation's programmes and services being produced and/or delivered in the most cost-effective manner while maintaining quality to enable positive returns on investment of time and money;
- Assesses the principal risks of the Corporation and ensures that these risks are contained, managed, monitored and/or mitigated, in consultation with the Chief Executive Officer;
- Assists with the development and sustained implementation of effective internal controls and management information systems so that the Corporation has appropriate systems to enable the effective conducting of its activities both lawfully and ethically.

Board Responsibility:

- Represents the Board's general philosophy regarding the postal/courier industries to the Corporation stakeholders, staff and public;
- Assists the Board to articulate its role and accountabilities, and that of its Committees and individual members, and the evaluation of Board performance, in consultation with the Chief Executive Officer, if required;
- Works with the Board Chairman and Committee Chairs to enable the Board to fulfil its governance functions and facilitates the optimum performance by the Board, its Committees and individual Board Members;

- Keeps the Board fully informed on the state of affairs of the Corporation, including trends, issues, challenges and opportunities, as well as ways to address them, escalating to the Board for discussion and deliberation of such matters as agreed within the Governance and Performance Frameworks, in consultation with the Chief Executive Officer;
- Ensures that the Corporation complies with all relevant legislation, including, but not limited to, Employment laws, Public Bodies Management Accountability (PBMA) Act and Financial Administration and Audit (FAA) Act and its Regulations;
- Advises and assists the Board to ensure effective governance of the Corporation, including the development, review and implementation of appropriate organisational policies;
- Promotes a culture of collective responsibility for the Corporate Governance of the Corporation and challenge constructively, the decisions of the Board, where necessary and facilitate proposal development on priorities, risk mitigation, values, standards and strategy.

Management/Administration:

- Provides expert advice and recommendations to the CEO on strategic and day to day operational imperatives including the implications of major policy decisions, the Corporation's resourcing and performance, and strategies for managing critical incidents;
- Develops and maintains effective working relationships with a diverse range of internal and external stakeholders and nurture effective strategic partnerships to identify changes in client base, demands and new industry developments which impact on the strategic positioning of the Corporation and achievement of both short and long-term goals;
- Establishes and manages sound guidelines and practices for the Corporation's procurement, external contracting and partnership relationships to pre-determined standards as per Government Procurement Policies and Regulations, as well as ensures full compliance with Procurement Legislation;
- Manages and co-ordinates the systematic review and submission of reports in keeping with required timelines to external bodies in keeping with Jamaica's international obligations;
- Represents the Corporation, developing and sustaining positive proactive relationships with key public, private, community and/or industry stakeholders and cross-jurisdictional networks regionally and internationally, as well as serves on external Committees where applicable, in order to identify trends, leverage knowledge and intelligence, and fully inform the Corporation's strategic decision-making processes;
- Deputizes for the Chief Executive Officer during periods of absence, and in relation to specific matters, issues or elements of Corporation operation as delegated from time to time by the CEO, ensuring consistency of approach and decisions which align with the Corporation's objectives.

Required Knowledge, Skills and Competencies

- Good knowledge of the operations of Government, its policies and systems, process design and implementation skills
- Excellent knowledge of Strategic Plan and its responsibilities with respect to achieving its targets
- Good knowledge of Performance Management and Evaluation Methodologies
- Excellent knowledge of the budgetary systems and procedures, especially the laws, regulating principles and practices relating to Public Sector budget preparation and administration
- Excellent knowledge of the Public Procurement planning processes and procedures, especially the laws, regulations, principles and practices relating to procurement preparation and administration
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Sound knowledge and understanding of key legislation and regulations
- Sound knowledge and understating of the sensitive global issues concerning the Postal Industry and its impact on Societies
- Sound knowledge and understanding of Government Procurement and Contract Management
- Sound knowledge and understanding of planned Change Management techniques, practices and applications
- Thorough understanding of and ability to review and assess Financial Reports to determine discrepancies and/or areas of opportunities for efficient financial management and revenue generation
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the Financial Administration and Audit (FAA) Act and its Instruction
- Knowledge of Government of Jamaica Procurement Procedures would be an asset

- Experience in the use of relevant computer applications
- Excellent in managing external relationships
- Excellent in managing partnerships
- Excellent leadership skills
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Post-graduate Degree in Strategic Management, Governance, Business Administration, Public Administration or any other related field from an accredited tertiary institution;
- Seven (7) to eight (8) years' work experience with at least five (5) years in a Senior Management position;
- Practical experience of leading successful change in a Government setting; delivering demonstrably high-quality services against challenging performance targets; managing and working through others to achieve outcomes; and, managing large Budgets;
- Experience in Government Organizations, particularly in a regulatory or monitoring capacity, would be an asset.

2. Director, Business Development and Special Projects (GMG/SEG 3)

Job Purpose

Under the direct supervision of the Senior Director, Operations, the Director, Business Development and Special Project will lead and oversee the development and growth of profitable new business; develop and maintain effective key customer/client relationships as well as ensure business growth through directing and managing business development activities and Special Projects to improve profitability, in keeping with the mandate of the organization. Director, Business Development and Special Projects Unit will be required to work closely with the Commercial Service and Marketing Unit to achieve established strategic/operational objectives within the Corporation, Department and the wider Postal Industry.

Key Responsibilities

Management/Administrative:

- Provides strategic direction and advice to the Senior Director of Operations on changes relating to commercial services and policies;
- Provides strategic advice on services to be developed and implemented such as e-commerce, counter automation;
- Presents Business Development Plan to Chief Executive Officer, Senior Director Operations and Board Members;
- Reviews constantly the strategies for achieving the best marketing strategies;
- Participates in the strategic and operational planning processes for the Corporation;
- Liaises with Marketing and Sales Units to ensure brand consistency and increased sales;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Attends departmental meetings, conferences and seminars.

Technical/Professional:

Business Development

- Identifies business prospects and partnerships;
- Develops a growth strategy focused both on financial gain and customer satisfaction;
- Conducts research to identify new markets and customer needs;
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials;
- Arranges business meetings with prospective clients and provides feedback to the Director, Commercial Services and Marketing;
- Initiates and develops relationships with key prospects to identify and meet prospects' business needs;
- Maintains relationships with clients to ensure project success;
- Captures prospect and market needs and trends and consults with executive leadership and internal teams for solution development;
- Creates, administers, and implements the business development strategies and tactics for the Corporation;
- Promotes the Company's products/services, addressing or predicting clients' objectives;

- Establishes formal sales processes in order to keep a Team on track and provide the best opportunity to close a sale;
- Establishes databases of pertinent information for use in analyzing Financial Plans and forecasts.
- Responds to Request for Proposals (RFP), reviews Regional Statistical Reports and Contractual Agreements and works with the Commercial and Marketing Team to write proposals and Statement of Works (SOW), including the preparation of Project Budgets;
- Develops and monitors performance indicators for the business development process;
- Provides specific expertise and relevant experience into the product and services portfolio and strategic planning process as needed;
- Prepares services contracts ensuring agreed terms and conditions are clearly reflected;
- Analyses the Financial Report on all services provided to Corporation/Department and provided recommendations.

Special Projects:

- Directs and integrates the activities of single or multiple, major project operations; ensures that project efforts are generally cohesive, consistent, and effective in supporting the Corporations mission, goals, and strategic plan/objectives;
- Prepares and reviews, in conjunction with the Director, Commercial and Marketing terms and general conditions of all projects to be adopted and implemented;
- Ensures that effective communication is maintained with the executing and planning partners on an ongoing basis throughout the various stages of the project cycle;
- Maintains strict adherence to the budgetary guidelines as well as quality, safety and security standards;
- Inspects sites/venues hosting each Project periodically;
- Participates in the development of policies, strategies, and operating objectives and ensures that they are consistent within the Organization and the broader industry to support the timely implementation of the Project;
- Participates in and oversees the development, implementation, and maintenance of individual project objectives and short- and long-range plans; develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Manages and administers a large, diverse team of professional/technical and support staff, both directly and through lower-level managers and supervisors, if required;
- Manages the working relationships on behalf of the Corporation with external stakeholders;
- Consults, co-ordinates, and serves as a key liaison between the Corporation, Ministries, Agencies and Department on strategic matters of policy relating to the implementation of the project(s);
- Collaborates with Directors to establish programmatic goals and priorities for the Industry;
- Develops and manages Annual Budgets for the Project and performs periodic cost and productivity analyses;
- Recommends and participates in the development of the Corporation's wider policies and procedures and; may serve on Corporation's planning and policy-making committees;
- Develops and administers Budgets and Business Plans for project development and deployment at an institutional level;
- Maintains currency of knowledge with respect to the Corporation's strategic directions and plans;
- Leads Special Projects that the Corporation embarks upon from time to time;
- Collaborates with the CEO and Director, conceptualises and develops the scope and Project Plan for Special Corporate Projects;
- Follows through to implement Special Projects from procurement and management of consultants and other resources through to evaluation and monitoring of results and/or impact;
- Provides Project Management expertise/support to Divisions;
- Provides intermittent updates and reports to the Director on the progress of Projects, obstacles being faced and recommendations for shifts and adjustments as appropriate.

Required Knowledge, Skills and Competencies

- Demonstrable confidentiality, diplomacy, discretion and integrity at all times
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for Regulatory Bodies in Jamaica
- Sound knowledge and understanding of Government Procurement and Contract management
- Sound knowledge and understating of planned Change Management techniques, practices and applications
- Thorough understanding of and ability to review and assess Financial Reports to determine discrepancies and/or areas of opportunities for efficient financial management and revenue generation

- Working knowledge of relevant computer applications
- Excellent knowledge of Business Development with proven ability to develop and implement a Business Plan
- Excellent Project Writing, Appraisal and Monitoring and Evaluation skills
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards.
- Knowledge of Post Office Act (1941)
- Knowledge of the Financial Administration and Audit (FAA) Act and its Instruction
- Excellent in managing external relationships
- Excellent leadership skills
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision-making skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or other equivalent professional qualification from an accredited tertiary institution;
- Specialized training in Project Writing, Appraisal, Monitoring and Evaluation and General Project Management;
- Proven working experience as a Business Development Manager, Sales Executive or a relevant role;
- Proven sales track record;
- Proficiency in MS Office and CRM software (e.g. Salesforce).;
- Three (3) to five (5) years' experience in Project/Programme Management;
- Three (3) years' experience at a Senior Management level.

3. Manager Sales and Marketing (GMG/SEG 2)

Job Purpose

The Sales and Marketing Manager is responsible for researching and developing marketing opportunities as well as planning and implementing sales and marketing campaigns to meet the revenue growth targets of the Postal Corporation of Jamaica (PostCorp) in keeping with its mandate. The incumbent is responsible for ensuring that the Organization maintains and gains a competitive and innovative edge by maximizing sales potential.

Key Responsibilities

- Manages the annual Sales and Marketing Budget as well as analyzing Actuals to Budget on a monthly basis;
- Participates in the Strategic and Operational Planning of the Organization;
- Develop Work Plans for direct report;
- Attends departmental meetings, conferences and seminars as instructed by the Director, Commercial Services and Marketing;
- Guide the day-to-day activities of the Marketing Team;
- Provide tools and materials to enable the Sales Team to function effectively.

Technical/Professional:

- Plans and executes a sales and marketing strategy for the Organisation consistent with new and existing products or service to expands PostCorp's customer-base and ensure its strong presence;
- Develops and executes sales and marketing strategies and plans to communicate the benefits of products and services to prospective customers;
- Reviews continual changes to the market, consumer trends and the activities of competitors, adjusting the Marketing Plan, if necessary;
- Liaises with individual Units to ensure brand consistency and increased sales;
- Develops a brand strategy in keeping with the Organisation's objectives;
- Sets and administers an Annual Sales and Marketing Budget;
- Manages and refines the Organisation's social media presence;
- Manages and measures marketing campaign costs;
- Develops and maintains daily, weekly, monthly and quarterly reports and Key Performance Indicators;
- Utilizes data for marketing campaigns, interrogating the Organisation's databases and external data;

- Assists with identifying new business opportunities and communicate same to supervisor;
- Conducts market research studies and make presentations;
- Negotiates with Media Agencies and secure agreements on the production of promotional materials;
- Identifies emerging markets and market shifts while being fully aware of new products and competition status;
- Monitors the sales cycle to ensure that activities are on track and or aligned to the Business Plan;
- Establishes and achieves sales goals, metric and milestones. Tracks and reports on progress and success;
- Defines and delivers techniques to improve the performance for sales management;
- Pitches capabilities and communicates unique selling proposition based on prospect's needs and PostCorp's solutions;
- Refines customer segmentation, assist regional management and direct reports, to create a plan to enhance sales and customer engagement/acquisition processes at the local level;
- Participates in cross-functional teams on Strategic Projects;
- Develops entry level staff into valuable Sales Officers;
- Addresses customers' issues/ queries or concerns;
- Creates and customizes presentations and other sales materials.

Required Knowledge, Skills and Competencies

- Sound knowledge of business and management principles involved in strategic planning, resource allocation and production methods
- Sound knowledge of principles and methods for showing, promoting, and selling products or services
- Proficiency in Microsoft Office Suite and other programme applications appropriate to assigned responsibilities
- Good knowledge of Government/Department's policies and procedures
- Knowledge of Records Management principles and practices
- Knowledge of Industry best practices
- Knowledge of the PostCorp products and Services
- Knowledge of Government policies and practices
- Good knowledge of the Post Office Act, Universal Postal Union Guidelines and Customs Act and Regulations

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Sales and Marketing, Business Administration or related field with four (4) years' experience in the Industry with proven work experience in the field.

4. Infrastructure and Information System Specialist (MIS/IT 6)

Job Purpose

The incumbent has direct responsibility for the Network and the Corporation's entire Information and Communication Technology (ICT) equipment as well as software critical to the optimal functionality of the infrastructure. It is also the Specialist's duty to ensure that all ICT equipment purchased by the Unit conforms to the Government's standards and are kept fully functional. The incumbent will provide critical support to the Corporation in its efforts to use electronic means/technology to increase efficiency and effectiveness in monitoring the Industry for compliance while facilitating its timely growth and development.

Key Responsibilities

Provides a secure, reliable and efficient ICT based environment by:

- Overseeing the implementation of Local and Wide Area Networks (LWAN), including Network Servers, Routers, Switches, Firewalls, Workstations and other peripheral devices;
- Ensuring the installation and configuration of Network Servers for Email, Internet, Proxy, Web and Intranet Services;
- Managing, installing and configuring all necessary Telecommunication devices;
- Ensuring that Network and Communication Work Plans are executed according to agreed standards, targets and schedules;
- Diagnosing, analyzing and resolving complex and routine server, network, computer hardware and infrastructure problems as they occur;
- Ensuring the installation of server, network, computer and telecommunications related operating software, upgrades and patches;

- Maintaining proper documentation of all aspects of IT infrastructure.

Optimizes system performance by:

- Monitoring servers and computer systems and implementing parameter tuning geared to improving system performance.
- Customizing modifiable system files to improve performance as instructed.
- Providing restricted system information as requested by authorized personnel.
- Diagnosing, analyzing and resolving simple routine system management-related problems.
- Maintaining documentation regarding network configurations, operating procedures and service records relating to network hardware and software.
- Assists in providing training for end users by:
 - ✓ Reviewing system logs to identify areas of poor usage and/or abuse of the network and computer systems;
 - ✓ Defining user requirement;
 - ✓ Determining course participants;
 - ✓ Preparing course material and handouts;
 - ✓ Facilitating the delivery of user training.

Ensures the security and integrity of the network computer system by:

- Participating in risk analysis and periodic reviews;
- Assisting in devising measures for back-up, system redundancy, virus prevention and disaster recovery which will minimize exposure to potential threats and reduce recovery time after disasters;
- Establishes secured connectivity with the Internet for related services such as Email, Web-browsing, VPN, FTP etc.;
- Maintains Mail, Web and Intranet Servers.

Conducts the installation of servers, computers and peripherals throughout the Corporation by:

- Inspecting sites to assess infrastructural needs;
- Developing hardware and software specifications and requests for quotation/proposal for the award of contracts and other related documentation;
- Supervising the work of contractors and making recommendations for corrective actions or payment;
- Preparing operational procedures for equipment use and maintenance of operating environment;
- Monitoring the supply of electricity to computers and related equipment to ensure the availability of clean and continuous power at all times, except for scheduled maintenance;
- Keeping abreast of trends and developments in Information Technology, especially in networking and communication related devices, system software and diagnostic tools;
- Overseeing activities of the infrastructure development function, including assisting with the development of that component of the Corporate/ Operational and Unit Plans and Budget and monitoring the Section's achievement against them.

Plans, organizes and directs the work of the staff by:

- Participating in the selection, training and assessment of staff;
- Ensuring that the duties and responsibilities of staff are conveyed to them in writing;
- Assisting in developing and maintaining proper operational standards and techniques for staff;
- Assisting in exploring and interpreting policy and directives of the Corporation/Board Ministry for staff;
- Promoting an environment conducive to proper functioning of staff motivation in order to maintain a high morale within the Unit.

Ensures efficient and economic use of the computer capabilities by:

- Developing and implementing operating/administrative procedures for the coordination and scheduling data processing operations;
- In consultation with the Director, develops procedures and criteria for establishing job priorities;
- Develops reporting procedures to facilitate the recording of activities and the performance of all Information Technology (IT) equipment;
- In consultation with the Director, develops forecasts of requirements, equipment and other resources;
- Identifying and assessing backup facilities in the event of computer failure or excessive workload;
- Reviewing monthly Performance Reports to ensure that production standards are maintained and to assess staff performance;
- Raising requisitions and ensuring that computer stock re-order levels are maintained;
- Maintaining inventory of all ICT equipment and supplies;

- Conferring with Section Managers to establish job control, operating instructions and long-term computer requirements;
- Making monthly and emergency visits to the Local Offices with computer facilities and making recommendations on the use, development and administration of the computer, staff and equipment;
- Ensuring the appropriate security facilities and procedures are in place and maintained to prevent and minimize loss or damage to the software and hardware;
- Reviewing technology practices in MIS relating to peripheral equipment and telecommunication networks by assessing their value and applicability in meeting the Corporation's requirements;
- Ensuring that defective obsolete equipment is boarded.

Provides support advice and information to ICT users in a timely, responsive, cost-effective manner by:

- Participating in quality assurance review of bespoke software applications;
- Assuming responsibility for the operations and maintenance of applications accepted into production;
- Providing technical support for all areas on end-user computing;
- Participating in contract and related negotiations with suppliers when necessary or required;
- Establishing telecommunication links with other Ministries and Departments or entities as required;
- Defining performance, security and reliability standards for equipment/devices to be acquired by the Corporation;
- Enforcing policies and standards for the access and use of information technology resources within the Corporation;
- Liaising with Departmental Heads and Managers throughout the entire Corporation regarding source documents and procedures as related to the various applications within their Division/Unit.;
- Advising users of the correct use of the various applications in use and resolving technical problems associated with processing and daily usage.

Provides support and advice to the Postal Industry through by:

- Providing guidance on the adoption and implementation of technology in the Industry to improve efficiency, transparency and compliance;
- Routinely providing technical assistance to the Units of the Corporation in the execution of core duties;
- Liaising with external partners (ex. E-GOV, JAMPRO, etc.) to maintain ICT infrastructure and applications that are used within the Industry;
- Assisting in the preparation of policies that impact the ICT capabilities and knowledge of the Industry;
- Continuing analysis of how technology is being utilized in the global postal space and how those technologies can be adopted in the Local Industry;
- Maintaining an appropriate technology infrastructure to minimize downtime and ensure consistent accessibility by Industry stakeholders;
- Assisting in identifying needs and developing policies and programmes and co-ordinating training sessions throughout the Industry.

Required Knowledge, Skills and Competencies

- Network monitoring and analysis tools
- Current technological development tools especially database management
- Formulating, developing and implementing document network security, backup procedures, disaster recovery plans and conducting systems analysis
- In-house Platforms such as Windows 2008/2012/2016 Server, Exchange 2010/2013/2016 Server, Microsoft Forefront Threat Management Gateway (Forefront TMG) Fortigate Unified Threat Management (UTM) and Next Generation Firewalls (NGF), Windows 10 Professional and Windows Defender Antivirus
- Performing typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, DHCP and IIS support functions
- Installing, configuring and troubleshooting Windows 2008/2012/2016 Servers and active directory

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Information Systems or equivalent qualification from a recognized institution;
- Five (5) years working experience in an IT development environment;

- Professional Certification (MCSA, CCNA) is highly desirable;
- Knowledge of Project Management would be an asset.

5. Information Manager (MIS/IT 6)

Job Purpose

The incumbent is responsible for Internet and Network connectivity across postal points, island-wide. The incumbent will ensure adherence to best practices and proven methodologies to promote continuous information operations and the integration of new value-added technical services and technology. The incumbent is responsible for a mission-critical service requiring stability, reliability, and performance optimization. The responsibilities include LAN/WAN availability, server and network hardware, software, and related applications. The incumbent will provide technical expertise.

Key Responsibilities

Technical/Professional:

- Provides network design, implementation, definition and co-ordination of standards, project management and technology research;
- Develops, maintains and supports LAN and multi-site enterprise WAN architecture, to support strategic objectives of the Organization;
- Monitors, assesses, and reports on Network and Server Bandwidth and resource utilization;
- Co-ordinates and executes upon approved adjustments and changes that increase performance and availability;
- Prepares and maintains documentation of network configurations and cabling layouts;
- Manages all related vendor support contracts for network hardware, software, connectivity;
- Designs, deploys, and administers the wireless infrastructure and supporting systems;
- Recommends upgrades, patches, new applications and equipment;
- Trains Team Members on new hardware or software;
- Develops and monitors policies for the use of Network resources.
- Monitors Network to ensure optimal performance;
- Creates and maintains network users/permissions;
- Administers firewalls and Internet VPNs;
- Sets up and configures server hardware;
- Integrates the IP telephony system with enterprise LAN, WAN, wireless LAN, and other Internet-based services and protocols;
- Ensures integrity and availability of data through continuous assessment of data backup operations;
- Provides advance notification of all planned system and network outages and set realistic expectations on availability;
- Co-ordinates and manages communication with stakeholders during all unplanned outages and incidents;
- Completes, maintains and processes pertinent paperwork and records.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication
- Excellent problem-solving and decision-making skills
- Excellent use of technology and technological skills
- Good knowledge of network design and technology research
- Good knowledge of LAN and multi-site enterprise WAN architecture
- Knowledge of Network, Server Bandwidth and resource utilization
- Knowledge of Network configurations and cabling layouts
- Knowledge of Network user policies
- Knowledge of Firewalls and Internet VPNs
- Knowledge of Integration of the IP telephony system

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Studies/ Information Technology from an accredited tertiary institution with prior experience with IT Service Management and/or IT Asset Management tools;
- Cisco Certification or other equivalent industry standard;
- Seven (7) year's related work experience in Network Administration.

6. Senior Commercial Services Officer (GMG/SEG 1)

Job Purpose

Under the general direction of the Manager, Commercial Services, the Senior Commercial Services Officer ensures that all commercial services implemented are monitored to service standards. The incumbent is responsible to monitor, evaluate and report on Commercial Services activities to ensure improvement in efficiency in the administration of Commercial Services and Products.

Key Responsibilities

Technical/Professional:

- Analyses the performance of each services and present same to the Commercial Services Manager.
- Ensures that corporate customers are kept abreast of the progress of their items being processed for delivery.
- Ensures that tracking numbers are emailed to corporate customers on a timely basis after items are processed.
- Ensures that all returned mail items for corporate customers are processed and dispatched on a timely basis.
- Monitors the activities of the Custom Clearance Officer to ensure that clearance of items are done on a timely basis in keeping with schedule.
- Ensures that all detained and packages placed on hold at the Port of Entry are cleared on a timely basis.
- Ensures that packages classified as hazardous are sent on each shipment.
- Ensures that the Customer Experience Officer contacts customers to inform them of packages that have been detained.
- Manages and oversees the co-ordination of all elements of the clearance procedures (eg. liaise with Sorting/Dispatching; Airport Supervisor; Transportation Officer).
- Ensures that the Fast Track Items are processed for dispatch to DHL on a timely basis each morning.
- Ensures that all discrepancies relating to Fast Track are logged
- Ensures that discrepancies are communicated to Branch Managers to ensure compliance with Fast Track standards.
- Ensures that Branch Managers are reminded of the Zip Mail standards relating to returns.
- Resolves queries from corporate customers that have been escalated.
- Ensures that the management of all services are done in accordance to service standards.
- Liaises with the Customer Experience staff with a view of improving quality of services to the end users.
- Receives reports or issues/complaints regarding Commercial Services from locations and seeks to resolve same.
- Investigates customer's complaints and delays, identifies conflict and make recommendations for corrective action;
- Receives complaints/queries from Branch Manager/Customer Services Representatives;
- Liaises with Branch Managers to ascertain reason(s) for delays/complaints
- Communicate same to Commercial Services Manager to resolve issue or to determine best corrective action based on the Commercial Service.
- Tracks mid-term project targets.
- Co-ordinates activities of personnel involved in performing internal Projects to ensure the effective and efficient implementation of initiatives.
- Provides support in the monitoring and assessment of customer satisfaction.
- Extracts the monthly Klick N Ship report by using the manifest and the online billing system showing:
 - ✓ Number of new users registered;
 - ✓ Total customers using the service;
 - ✓ Number of packages and associated weight by shipment;
 - ✓ Breakdown of packages by weight etc.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Customer and quality focus.
- Excellent problem-solving and decision-making skills
- Good knowledge of Jamaica Customs Agency procedures relating to clearance
- Good knowledge of Tariff Codes and their application
- Excellent knowledge of customer service principles and practices

- Good knowledge of relevant computer application.
- Good knowledge of Records Management principles and practices
- Proficiency in Microsoft Office suite and other programme applications appropriate to Assigned responsibilities
- Familiarization of ASYCUDA System and generating IMS4
- Good knowledge of the Post Office Act, Universal Postal Union guidelines and
- Customs Act and Regulations

Minimum Required Qualification and Experience

- Bachelor's Degree in Business, Operations Management or equivalent qualification;
 - Professional Certificate in Customs Regulations, Processes and Brokerage is an asset;
 - Two-three (2-3) years' work experience as Operations Manager or similar role.
- OR**
- Associate Degree or Diploma in Public Administration/Management Studies, Business Administration or equivalent;
 - Certificate in Customer Service;
 - Certificate in Supervisory Management;
 - Three (3) years' work experience, one (1) of which should be at the management level.

7. Hardware technician (MIS/IT 3)

Job Purpose

Reporting to the Infrastructure and Information Systems Specialist, the incumbent performs a variety of tasks including; installation and maintaining of Information Communication Technology equipment with local area network and wide area network connections; provides installation and support of equipment connected to centralized host systems.

Key Responsibilities

Management/Administration:

- Collaborates with supervisor in the development of Unit and Individual Work Plan;
- Contributes to the development of the Branch's Budget and Operational Plan;
- Provides technical advice on the ICT activities of the Corporation/Department to supervisor;
- Represents the Department at meetings, fora and conferences.

Technical/Professional:

- Installs, assembles, configures and maintains a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors, modems, personal computers and data communications equipment;
- Determines source and nature of computer malfunction using diagnostic and application software;
- Adjusts, repairs, and replaces malfunctioning equipment;
- Performs additional functions incidental to computer support activities;
- Maintains an up-to-date knowledge of repair practices, policies and technical specifications of microcomputer hardware;
- Interacts with Division/Unit Heads in the development of new applications and in the efficient provision of services;
- Consults and collaborates with supervisor on systems and application issues; makes recommendations and helps employ solutions for streamlining operations of the Corporation/Department;
- Provides direct ongoing hardware and software support to Corporations'/Departments' staff on general computing issues including upgrades and troubleshooting issues;
- Performs post-resolution follow-ups to Help Desk requests;
- Assists in performance of computer networking troubleshoot and help control operations in the computer learning lab;
- Assists members of staff with computer related problems;
- Assists with analyzing and defining data requirement and specification;
- Prepares periodic reports on daily activities;
- Ensures that users are aware of standard network practices and computer etiquette.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good problem-solving and decision-making skills

- Good use of technology and technological skills
- Knowledge in networking, computer repair and troubleshooting
- Hands-on hardware troubleshooting
- Knowledge in operating tools, components and peripheral accessories.
- Knowledge in reading and understanding technical manuals, procedural documentation, and original equipment manufacturer guides
- Knowledge in conducting research into PC issues and products as required

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Studies, Information Technology or equivalent from an accredited tertiary institution;
 - Two (2) years' experience in application development.
- or**
- Diploma in Computer Studies or equivalent from an accredited tertiary institution plus three (3) years' experience in related area.
- or**
- Professional Certificate in Computer Science from Microsoft, CISCO, CCNA certified or equivalent certification plus five (5) years' experience in a related field.

8. Administrative Assistant (GMG/AM 3)

Job Purpose

Under the general direction of the Director, Commercial Services and Marketing, the Administrative Assistant is required to manage, organize, monitor and execute administrative duties functions pertaining to the operations of the Office.

Key Responsibilities

Management/Administrative:

- Co-ordinates and implements office services activities such as purchases, record control;
- Organizes and schedules all office activities;
- Collaborates with supervisor in the preparation of Individual Work Plan for signing and submission;
- Participates in the co-ordination of Special Projects;
- Ensures the maintenance of efficient and effective records management and information system to facilitate ease of access to information and speedy retrieval;
- Ensures the security of official and confidential records;
- Assists in the development of Operational and Strategic Plans for the Administrative Areas of the Office of the Senior Director, Operation;
- Assists in the development of Budgets and Monthly Cash Flows.

Technical/Professional:

- Types, formats, edits, revises, proofreads, and processes a variety of documents and forms including general correspondence, notices, reports, applications, permits, memos, agreements, statistical charts and other documents from rough draft or verbal instructions;
- Composes routine correspondence; copy, disseminate, and post documents and information as appropriate;
- Provides information related to specific programme area of assignment;
- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents;
- Creates and maintains computer-based tracking information and reports including assigned databases, records, and lists; input corrections and updates;
- Assists in the compilation of reports;
- Maintains accurate and up-to-date Office files and records for assigned areas;
- Prepares regular and periodic statistical reports;
- Monitors inventories of supplies and materials; prepare purchase requisitions and requests for payment;
- Maintains calendar of activities, meetings, and various events for the Director;
- Schedules and organizes meetings for the Director;
- Co-ordinates meeting with existing clients to inform them about new developments in the Department's products offered by the Corporation;
- Serves as Recording Secretary for meetings hosted by PostCorp;
- Processes correspondence including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages;
- Provides support in the monitoring and assessment of customer satisfaction;
- Monitors compliance of payment timeline for group accounts;

- Reviews and dispatches all corporate clients statements;
- Monitors the Billing System on a daily basis;
- Assists in the reconciliation of corporate accounts and submit report to the Director;
- Assists in the preparation of invoices for non-deposit customers;
- Assists in monitoring and recording cheques, cash and direct deposits and report any significant trends;
- Prepares Monthly, Quarterly and Annual Reports.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good use of initiative
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Good at managing external relationships
- Excellent use of integrity
- Good with teamwork and cooperation
- Excellent planning and organizing skills
- Good analytical thinking
- Good social skills

Minimum Required Qualification and Experience

- Associate in Degree in Business Administration/Business Studies from an accredited institution with two (2) years' experience in the administrative field or related environment.
- or**
- Diploma in Administrative Management; plus four (4) years' experience in the administrative field or related environment.

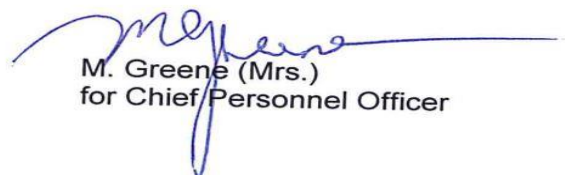
Applications accompanied by résumés should be submitted **no later than Friday, 16th September, 2022 to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6-10 South Camp Road
Kingston, CSO**

Email: hrunit@jamaicapost.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