



**OFFICE OF THE SERVICES COMMISSIONS**  
(CENTRAL GOVERNMENT)  
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING  
30 NATIONAL HEROES CIRCLE, KINGSTON 4  
JAMAICA, WEST INDIES  
TEL: 876-922-8600  
FAX: 876-924-9764  
EMAIL: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)  
WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)

**CIRCULAR No. 464**  
**OSC Ref. C. 6123<sup>4</sup>**

**27<sup>th</sup> October, 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 of in the **Administrator General's Department (AGD)**:

1. **Manager, System Development (Grade 6)**, salary range \$2,418,407 - \$3,783,035 per annum and any allowance(s) attached to the post.
2. **Senior Case Officer (Grade 5)**, salary range \$1,268,030 - \$2,488,114 per annum and any allowance(s) attached to the post.

1. **Manager, System Development (Grade 6)**

**Job Purpose**

The incumbent is responsible for the development, testing and maintenance of software systems and applications and ensures that they are analysed to meet user and process needs. Designs all or part of an information system and oversee programme design and acquisition activities to ensure they meet the Department's process objectives.

**Key Responsibilities**

- Participates in the Department's Strategic Planning process – prepares and monitors the Division's Operational Plan and Budget ensuring the work of the Division is carried out according to plan and agreed targets;
- Identifies and evaluates the impact of proposed or requested major changes to existing application systems and makes recommendation for appropriate action; ensures adequate analyses of application issues, proposed solutions and development of methodologies and procedures are undertaken;
- Designs/Reviews software applications in response to Department's/users' needs; installs and debugs new and/or upgraded software, ensuring compliance with licenses, design and programme. Reviews and examines existing software in order to ensure any modifications made meets user requirements;
- Designs the release package, during the service design stage of service lifecycle, in conjunction with personnel from other teams and functions;
- Establishes the final release configuration, including knowledge, information, hardware, software and infrastructure;
- Builds the release;
- Tests the release prior to independent testing;
- Establishes and reports outstanding known errors and workarounds;
- Designs and develops methods and procedures for collecting, organizing, interpreting, and classifying data for input and/or retrieval, coordinates data conversion activities whether from manual source documents or migration of data electronically stored;
- Performs selective quality assurance checks on data residing in the system; carries out maintenance and design procedures for preserving data integrity;
- Performs database administration and backups as per schedule and monitors database security;
- Responds to and addresses user problems escalated from the Help Desk; troubleshoots user and system problems and effects the necessary corrective actions, liaises with external service providers and systems owners where necessary to ensure timely resolution of issues;
- Develops and implements various training programmes for users on the use of new operating systems, applications and databases;
- Maintains and enhance aspects of the Department's Website, Internet and Intranet services;
- Keeps abreast of system developments and recommends system improvements;
- Contributes to the development of the IT Strategic Plan, Business Recovery and Disaster Management Plan;
- Contributes to the preparation of the Section's Operational Plan;

- Contributes to the development/review of operating policies, procedures and standards to support the delivery of Information Technology services;
- Prepares reports and other documents as required;
- Ensures the care of all computer related equipment;
- Participates in the development of the Section's Operational Plan and Budget, monitors performance to targets; recommends changes as necessary to facilitate shift in priorities and attainment of established targets;
- Prepares reports, position papers, and other documents for internal and external reporting as required;
- Reviews and responds to internal and external audit findings and monitors the implementation of accepted recommendations;
- Oversees the preparation of documents in response to requests for information by the public under the Access to Information Act; liaises with Public Relations Manager as necessary and ensures compliance of responses with the Act;
- Represents the AGD at meetings, conferences and other fora as required.

***Technical/Professional:***

- Directs the development of the IT software ensuring alignment with the Department's strategic objectives; directs implementation and regularly monitors progress to enable timely return on investments and improved efficiency;
- Designs and performs tests for the functionality, performance and manageability of IT services to support service transition activities;
- Supports service deployment activities;
- Ensures that all system and operating documentation and knowledge is up to date and properly utilized;
- Develops policies and procedures to guide the effective management and mitigation of IT related risks;
- Directs the development and maintenance of an enterprise-wide Business Recovery Plan to ensure timely and effective restoration of information technology services in the event of a disaster;
- Monitors and ensures IT Systems operate according to internal standards, external accrediting Department standards and legal requirements;
- Ensures adequate and timely resolution to IT issues including identifying training needs and recommending appropriate training programmes; collaborates with HR Division to co-ordinate the design and delivery of training;
- Manages all projects related to selection, acquisition, development and installation of information systems for the Department; leads the development and/or implementation of new IT projects ensuring co-ordination with existing projects;
- Keeps abreast of developments in the Public Sector IT community, identifies opportunities where the Department can leverage such developments and makes representation on behalf of the Department;
- Keeps abreast of trends in Information Technology and business development and initiates/recommends their adoption where necessary to improve efficiency and productivity within the Department;
- Provides technical advice to management on information technology matters.

***Human Resource:***

- Ensures the adherence of staff to established Department and Section policies and procedures;
- Provides leadership to staff by setting clear work objectives, conducting Performance Appraisals providing timely feedback, engaging in regular communication and providing support as necessary to enable the effective execution of their responsibilities and the achievement of their objectives;
- Participates in the implementation of initiatives to promote teamwork and co-operation in the Section and contributes to building an environment which stimulates, motivates and keeps employees highly engaged;
- Undertakes Human Resource related duties in accordance with Department policies and procedures.

**Required Knowledge, Skills and Competencies**

- Sound programming skills technical expertise in software development, systems analysis and related
- Excellent analytical and problem-solving skills
- Good planning and organizing skills with the ability to work under pressure and meet tight deadlines
- Sound project management skills
- Good interpersonal skills
- Sound technical expertise

- Excellent oral and written communication and presentation skills

### **Minimum Required Qualification and Experience**

- An undergraduate degree in Computer Science or Software Engineering;
- Certificate in Project Management, would be an asset;
- Experience in Software Development;
- Five (5) years' related work experience including three (3) years at a supervisory or managerial level.

## **2. Senior Case Officer (Grade 5)**

### **Job Purpose**

To lead a team of Case Officers in effectively administering assigned portfolio of estates in accordance with the law.

### **Key Responsibilities**

#### ***Management/Professional:***

- Participates in the planning for the Section and prepares Work Plan for the team to guide achievement of assigned targets;
- Prepares and submits report on performance of team's case load;
- Assists with carrying out administrative activities related to the Team and the Section as assigned;
- Assists with conducting Section Orientation of new Case Officers and other staff assigned to the Section;
- Represents the Section internally at meetings and other activities as required;
- Represents the AGD at meetings and on other occasions as required.

#### ***Technical/Professional:***

- Conducts investigations on all new cases assigned including identifying and verifying assets, liabilities and beneficiaries; develops Case Plan and refers to Case Attorney for review and approval; regularly reviews plans to ensure they remain relevant, discusses proposed changes with Case Attorney and makes adjustments to the plan as approved;
- Co-ordinates the collection of assets, (including attending at Banks and other Financial Institutions to preside over the opening of Safety Deposit Boxes as necessary); settles liabilities and carries out any other activities necessary;
- Refers matters to Legal Services and Property Sections for action related to the Estates; ensures required information and documents are provided in order to minimise delays; follows up to keep abreast of progress on matters;
- Conducts regular meetings with Property Officers to discuss course of action and status of properties within Portfolio; Conducts regular checks on the collection of rent/lease, payment of insurance, Property Tax and other standard liabilities as well as the state of maintenance of properties; initiates action to address areas of concern and/or escalate to the Case Attorney where necessary;
- Conducts periodic visits to monitor the welfare of beneficiaries (in particular minors and the elderly) and the assets of the Estate as may be necessary; refers cases of concern to the Social Worker for intervention, follows up to keep abreast of progress and provides necessary support within the scope of authority; prepares and submits report on visits;
- Conducts regular checks on financial status of estate and makes requests from beneficiaries/institutions and any other relevant party to initiate action (such as sale of property) where necessary to generate funds to facilitate further administration of the Estate;
- Computes and submits for review gratuity for dependants; processes other requests from beneficiaries and makes recommendation/s to Case Attorney as appropriate in response to request;
- Provides technical support and guidance to team members in addressing/resolving challenging matters in their Portfolio; accompanies them as necessary on visits to beneficiaries;
- Represents the Agency at Court if required (where the Officer is an Attorney-at-Law).

#### ***Other:***

- Participates in Public Education/Relations Programmes such as road shows, expos, conferences as directed;
- Performs any other related duties that may be assigned from time to time by the Case Attorney.

### **Required Knowledge, Skills and Competencies**

- Excellent planning, organizing and problem-solving skills
- Excellent oral and written communication skills
- Excellent interpersonal skills with ability to effectively interact with persons at varying economic and social status
- Good team player with ability to lead and motivate team members
- Excellent Para-legal knowledge with specific emphasis on the Laws of Succession
- Ability to work under pressure and meet tight deadlines
- Working knowledge of relevant computer applications

### **Minimum Required Qualification and Experience**

- First Degree in a relevant discipline; **or**
- Paralegal Diploma with at least four (4) years' experience in Estate Administration; **or**
- Attorney-at-Law (qualified to practice in Jamaica).

Applications accompanied by résumés should be submitted **no later than Wednesday, 10<sup>th</sup> November, 2022 to:**

**Human Resource and Administration Executive  
Administrator General's Department  
12 Ocean Boulevard  
Kingston**

**Email: hradmin@agd.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**