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Jamaica, West Indies
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CIRCULAR No. 512   **23rd November, 2022**
OSC Ref. C.4857[17]

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 **vacan**t posts in the **Management Information Systems Division, Transport Authority**:

1. **Network Security Administrator (Level 9)**, salary range $1,609,159 - $2,011,449 per annum and any allowance(s) attached to the post.

2. **Business Analyst (Level 8)**, salary range $1,447,218 - $1,793,987 per annum and any allowance(s) attached to the post.

3. **Information Technology Officer (Systems) (Level 7)**, salary range $1,257,502 - $1,556,842 per annum and any allowance(s) attached to the post.

1. Network Security Administrator (Level 9)

Job Purpose

The Network Security Administrator will be responsible for the provisioning, deployment, configuration and administration of network security-related hardware and software. In addition to designing and implementing security policies, recommending solutions to network strategy and Cyber Security issues, as well as providing network engineering solutions and options for the Organization. The incumbent will frequently monitor the network security to prevent network intrusion/breaches. This includes the Authority's Enterprise Firewall Solution as well as the testing for Network and System Vulnerabilities in all areas.

Key Responsibilities

*   Manages and maintains the system infrastructure, including firewalls, testing computer equipment, backing up databases, installing and updating malware software, installing and rebuilding existing servers as well as other processes;
*   Designs user and group policies so that only authorized users can access the data and unauthorized users are denied from data access;
*   Configures, implements and troubleshoots Firewall, Secure Servers, VPNs, Frame Relays, tunnels, Active Directory and LAN & WAN Security Policies;
*   Designs, implements and repairs intruder detection and Prevention Policies in order to create a secure environment for data exchange between authorized users;
*   Manages the backup and Recovery Policies for sensitive data, designs Access Control Lists, manages user and group IDs for different categories of data and designs and implements periodic audits;
*   Identifies, upgrades and implements the latest security tools and practices to secure the data and information from newly developed intruding tools;
*   Identifies the data and information to be secured, designs security policies for that data, implements these policies and maintains the security policies for confidential data;
*   Solves all technical issues whether it be hardware, software, user or an automated monitoring system that informs that an issue exists;
*   Monitors the system daily and responds quickly to any security breaches or usability concerns. Backups systems and verifies that backups have been completed;
*   Assists in integrating new applications and technologies into the current system;
*   Ensures all provided technology services and solutions, meet business needs for reliability, performance, and security;
*   Develops and maintains technological systems and documentations (i.e detailing Servers, routers, switches, IP ranges, VLANS etc.);
*   Maintains and specifies workstation equipment and software such as computers, MS Office Suite, printers, scanners, etc;
*   Reviews new technologies against business requirements to identify opportunities for process, performance, reliability, or data management, storage or backup improvements and to identify opportunities to reduce costs;

- Creates an Annual Budget for the maintenance/upgrade of the network infrastructure to include new machines, servers, antivirus or any upgrades as necessary;
- Manages cloud and physical network storage;

Required Knowledge, Skills and Competencies

- Good problem-solving and analytical skills
- Customer focus
- Good interpersonal Skills
- Teamwork and co-operation
- Good oral and written communication skills
- Conflict Management
- Ethics and Integrity
- Good planning and organizing skills
- Results orientation
- Good time management skills
- Working knowledge of the operations of the Transport Authority
- Excellent knowledge of relevant computer applications including word processing and spread sheet, email and browser software
- Knowledge in the use of Management Information System
- Sound knowledge of Management Information System
- Sound knowledge of trouble-shooting and repair of computers
- Sound knowledge of database management
- Sound knowledge of web page design
- Working knowledge of Windows NT Server

Minimum Required Qualification and Experience

- Degree in System Analysis, Computer Science, System Administration or related science;
- Certification in Computer Applications, including Microsoft Office;
- Five (5) years progressive working experience with three (3) years in Information Technology and Network Administration;
- Ability to troubleshoot and repair security errors and/or breaches.

Special Conditions Associated with the Job:

- Frequently required to work beyond normal working hours;
- Frequent travel to the Regional Offices.

2. Business Analyst (Level 8)

Job Purpose

Analyse process and workflows within the various Divisions and Departments of the Authority to realize increased efficiency and productivity through process improvement and or re-engineering. Utilizes targeted ICT solutions to simplify and automate standard procedural work.

Key Responsibilities

- Analyzes workflows in the various Divisions, Departments with a view to process improvements leading to productivity and efficiency gains;
- Identifies options for potential solutions and assessing them for both technical and business suitability;
- Recommends systems commercial or custom to increase productivity and efficiency;
- Presents project proposals;
- Prepares Cost-benefit and Return-on-investment Analyses to aid in decisions on system implementation;
- Develops business requirement documents for proposed systems through close collaboration with users and developers;
- Defines the goals of the system and devise Flow Charts and diagrams describing logical operational steps of programmes;
- Works closely with developers and end-users to ensure technical compatibility and user satisfaction with systems during development;
- Plans for organizational and human impact of planned systems;
- Analyzes existing systems against Industry Benchmarks to inform decisions;

- Develops and presents proposals for modifying or replacing systems;
- Oversees implementation of new system;
- Develops, documents and revises system design procedures, test procedures, and quality standards;
- Develops Training Plans to familiarize users with new systems.

Required Knowledge, Skills and Competencies

- Extensive knowledge of systems analysis tools, methods and practices
- Knowledge of process improvement options and methodologies
- Ability to translate between technical and non-technical staff
- Good project management skills in an information systems environment
- Background in systems development with emphasis on client/server systems
- Knowledge of software development life cycle
- Good understanding of database design and database systems
- Understanding of computer networks and hardware components
- Working knowledge of Microsoft Office Productivity Suite, Microsoft Visio, and Microsoft Project
- Ability to use own initiative
- Strong analytical and problem-solving skills
- Excellent oral and written communication skills
- Teamwork and co-operation
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities
- Results oriented

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or related field;
- Three (3) year of experience in related field;
- Experience in NET and ASP is preferred but not required.

3. Information Technology Officer (Systems) (Level 7)

Job Purpose

Reporting to the System Administrator, the Information Technology Officer will be responsible for assisting the Network and System Administrators in developing, administering and maintaining the Information Technology System within the Organization, as well as providing technical support and technical advice to computer users.

Key Responsibilities

- Provides day to day user support to end users;
- Assists in maintaining and repairing the Authority's Computer Hardware;
- Assists in administering users and computers and providing and maintain connectivity between the Head Office and other Transport Authority locations;
- Assists in implementing security and Audit Procedures for Transport Authority domain as well as anti-virus strategies;
- Assists in implementing, updating and monitoring a firewall between the Corporate Network and the internet;
- Assists in analyzing current operational procedures, identification of problems and preparation of reports;
- Assists in writing detailed description of user needs, programme functions and steps required to develop or modify computer programmes;
- Assists in the review of computer system capabilities, workflow, and scheduling limitations;
- Assists in the studies on existing information-processing systems to evaluate effectiveness;
- Assists in the studies for the development of new information systems to meet current and project needs;
- Assists in preparing technical reports, memorandum on programme/system for submission to the General Manager, Finance and Planning;
- Supervises and co-ordinates work to develop, test, install and modify programmes;
- Assists in the supervision and co-ordination of work to develop, test, install and modify programmes;
- Assists in the creation, maintenance and update of Transport Authority's Website;
- Assists in the monitoring of the server hard disk to ensure that available capacity does not fall below a minimum of 1 gigabyte on any server hard disk;

- Assists in the provision of a secured and structured environment for data storage, as well as creating daily and monthly back-up of critical Authority data;
- Assists in the administration of Microsoft Exchange Server;
- Assists in analyzing user requirement, procedures, and problems to improve existing computer system;
- Assists in the planning, scheduling and directing and preparation of programmes to process data and solve problems;
- Assists in co-ordinating and installation of computer operating system software and maintaining and modifying software using computer terminal;
- Assists in planning, developing, testing and documenting of programmes.

Required Knowledge, Skills and Competencies

- Good problem solving and analytical skills
- Customer Focus
- Good interpersonal skills
- Teamwork and co-operation
- Good oral and written communication skills
- Conflict Management
- Good decision-making skills
- Ethics and integrity
- Good planning and organizing skills
- Thoroughness
- Creative thinking
- Organizational awareness
- Professional and personal development
- Results orientation
- Good time management skills
- Sound knowledge of Management Information System
- Sound knowledge of trouble-shooting and repair of computers
- Sound knowledge of database management
- Sound knowledge of web page design
- Working knowledge of Windows NT Server

Minimum Required Qualification and Experience

- Diploma in Computer Science/System Administration or equivalent qualification;
- Experience in managing Windows domain;
- Experience in managing Windows and Microsoft Exchange Server;
- Ability to troubleshoot and repair computer hardware;
- Minimum of two (2) years' working experience in a similar field.

Special Conditions Associated with the Job:

- Frequently required to work beyond normal working hours;
- Frequent travel to the Regional Offices.

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

> **Human Resource Management and Administrative Division**
> **Transport Authority**
> **119 Maxfield Avenue**
> **Kingston 10**

Email: jobopportunities@ta.org.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