CIRCULAR No. 529   **6th December, 2022**
OSC Ref. C. 5851[20]

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to the post **System Support Officer (MIS/IT 4) – (Not Vacant)** in the **Technical Services and Network Division**, **National Library of Jamaica,** salary range $2,735,387 - $3,678,791 per annum and any allowance(s) attached to the post.

Job Purpose

Under the general direction of the Information Systems Manager, the System Support Officer will implement and maintain the Library Management System and other software.

Key Responsibilities

Technical:
- Designs and programs software applications in response to the Library's needs;
- Participates in the evaluation and implementation of changes to application systems, including data and metadata transfer between internal and external systems;
- Configures and maintains databases and catalogues to provide access to the Library's collections;
- Migrates data into the Library Management Software, including the conversion of nonstandard data to standards such as MARC, Dublin Core;
- Implements the Library Management System provided to Jamaica Libraries and Information Network (JAMLIN);
- Conducts Web Archiving and ensures quality of archived Websites;
- Provides technical support and training to Library staff and JAMLIN members in the use of the Library Management Software;
- Documents issues/problems and resolutions related to the maintaining of software for future reference;
- Assists with installation, configuration, upgrade, maintenance and support of software acquired by the NLJ;
- Provides in-house training in software applications used within the Library;
- Assists with the design and maintenance of Library's Website including web applications and blogs.

Required Knowledge, Skills and Competencies

Core:
- Good oral and written communication skills
- Customer and Quality Focus
- Teamwork and co-operation

Functional:
- Information Communication Technology
- Data Management
- Good Records Management
- Good leadership skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Information Technology or related discipline;
- Three (3) years' experience working in a systems support environment;
- Experience in System Analysis and Design;
- Knowledge and experience of automated Library Management Systems or Automated Systems and their application.

Special Conditions Associated with the Job

- May be required to work beyond normal working hours to include weekends.

Applications accompanied by résumés should be submitted **no later than Monday, 19th December 2022 to:**

> **Director, HRM and Administration**
> **National Library of Jamaica**
> **12 East Street**
> **Kingston**

    Email: nljhrm@nlj.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