



Office of the Services Commissions

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CIRCULAR No. 51 **OSC Ref. C. 6210/S5²⁰**

30th January, 2023

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/be assigned to the following posts in the **Ministry of Foreign Affairs and Foreign Trade**:

1. **Corporate Planner (GMG/SEG 2) (Vacant) - Policy and Planning Division**, salary range \$3,332,803 - \$4,482,249 per annum.
2. **Computer Technician (MIS/IT 3) (Not Vacant) - Information Technology Division**, salary range \$1,753,837 – \$2,358,715 per annum.
3. **Helpdesk Officer/Administrative Assistant (MIS/IT 3) (Vacant) - Information Technology Division**, salary range \$1,753,837 – \$2,358,715 per annum.

1. Corporate Planner (GMG/SEG 2)

Job Purpose

To develop and co-ordinate the Foreign Ministry's Corporate Strategic Planning processes, ensuring the preparation of the Corporate Strategic and Operational Plans in accordance with established standards, as well as the monitoring, evaluation, and reporting of performance against programme objectives to facilitate the achievement of the Organization's Strategic goals and objectives and maintain accountability.

Key Responsibilities

Management/Administrative:

- Co-ordinates arrangements for the staging of Strategic Planning Meetings;
- Serves as Secretary for meetings linked to the corporate planning process;
- Contributes to the development of the Division's Unit Plan and Budget Estimates.

Professional/Technical:

- Updates and revises the Ministry's 4-Year Rolling Corporate Strategic Plan on an annual basis in consultation with senior managers, and ensures that targets are specific, measurable, attainable, realistic and time bound;
- Collates inputs from Heads of Missions, Departments and Units to prepare the Ministry's draft Operational Plan. Reviews Operational Plans and Budgets submitted by Divisions and overseas Missions, and ensures that targets are specific, measurable, attainable, realistic and time bound;
- Ensures that Corporate Plan targets are linked to desired policy outcomes through mission and vision statements, strategic objectives, key outputs, and performance indicators;
- Ensures that the Annual Operational Plan is linked to the Budget and evaluates the overall financial and operational planning framework for the Ministry according to Government guidelines;
- Ensures that appropriate performance indicators and targets/benchmarks are developed and agreed on, in consultation with Missions/Departments/Units;
- Liaises with the Cabinet Office to ensure that the Corporate Strategic Plan is developed in accordance with established standards and aligns with the Government of Jamaica's (GOJ's) policy direction and priorities;
- Facilitates full stakeholder participation in the development and production of the Ministry's Corporate Strategic and Operational Plans;
- Co-ordinates the preparation and submission of required Quarterly Performance Reviews and other periodic reports using inputs from Heads of Missions/Departments/Units;
- Analyzes status reports comparing achievements in relation to planned targets, determines significant divergence (actual or projected) from established targets, and promotes/facilitates the development of strategies to close performance gaps, in collaboration with the responsible senior Ministry officials;

- Prepares Bi-annual and Annual summaries of Quarterly Performance Reports for review by the Cabinet Office;
- Follows up on issues arising from the reviews;
- Undertakes/assists with the development and delivery of training sessions to sensitize staff on the Ministry's Corporate Planning Process;
- Provides technical advice on matters relating to the Corporate Planning Process, to management and staff;
- Prepares special Status Reports for the Ministry from time to time for review by the Cabinet Office;
- Assists in drafting any other reports, as required by the corporate planning process, to enhance the quality of the Ministry's planning process;
- Requests and prepares for consideration and submission by the Permanent Secretary, inputs for the annual Permanent Secretary's Memorandum to the Budget;
- Provides inputs for speeches, reports and briefs for the Minister of Foreign Affairs and Foreign Trade, the Minister of State, the Permanent Secretary, and other relevant stakeholders, as required;
- Maintains Virtual Planning Network to facilitate engagement with overseas Missions and Headquarters' Departments/Units on planning and implementation matters pertaining to the Ministry's Strategic and Operational Plans;
- Participates in corporate planning meetings, workshops, seminars and other fora as required;
- Provides support services to Missions/Departments/Units, through communication of the GOJ's/Ministry's policy direction, priorities etc., to facilitate maintenance of the proper planning, policy development, performance monitoring and other management support systems;
- Contributes to the development of policy guidelines, objectives and procedures for the efficient operations of the Ministry;
- Provides a framework for the monitoring of progress against plans and liaises with senior management and other key internal stakeholders periodically to review performance;
- Keeps abreast of trends and changes in planning and policy development and makes recommendations for their adoption, where necessary to enhance the Ministry's planning and policy development functions;
- Assists in the coordination and preparation of reports/inputs in connection with:
 - ✓ The Ministry's appearance before the Public Accounts and Appropriations and Standing Finance Committees of Parliament
 - ✓ The development of the GOJ's Medium Term Socio-Economic Policy Framework (MTF)
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Organizational awareness – knowledge of the role and functions of the Foreign Ministry
- Good working knowledge of Jamaica's Foreign Policy would be an asset
- Good planning, organizing, problem solving, and time management skills
- Excellent research and analytical skills, and ability to interpret financial and other corporate information for decision-making purposes
- Excellent oral and written communication skills
- Good interpersonal, teamwork, and influencing skills
- Ability to work on own initiative
- Proficient in Microsoft Office Suite (Word, Excel, Outlook and PowerPoint) and other relevant computer applications

Technical:

- Sound knowledge of the Corporate Strategic Planning process and techniques
- Knowledge of the Public Sector and current issues in Public Sector modernization
- Knowledge of the GOJ's budgeting process

Minimum Required Qualification and Experience

- First Degree in Social Sciences/Management/Public Policy/Public Administration or equivalent. (Postgraduate Degree in a relevant field would be an asset);
- Three (3) years' experience in corporate and operational planning, or five (5) years' experience in a senior policy related position in the public service;
- Training/experience in monitoring and evaluation would be an asset.

2. Computer Technician (MIS/IT 3)

Job Purpose

Under the supervision of the Information Communication Technology Director, the incumbent is responsible for installing, maintaining, troubleshooting and upgrading computer hardware and software within the Ministry.

Key Responsibilities

- Assists with the installing, configuring and upgrading operating systems and software;
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, emails, network and peripheral equipment problems; make repairs and corrections where required;
- Acts as a technical resource in assisting users to resolve problems with equipment and data;
- Assists with a centralised help desk to facilitate exchange of information and advice;
- Makes hardware and software acquisition recommendations including helping users assess needs;
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems;
- Maintains current knowledge of hardware, software and network technology and recommend modifications as necessary;
- Performs any other duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Troubleshoot and solve hardware and software problems
- Install, configure, assemble and repair computers and other peripherals
- Relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Use initiative and independent judgement within established guidelines and procedures
- Organise own work by setting and managing priorities
- Instruct users on new or upgraded computer applications and hardware
- Communicate effectively (both written and verbal) with co-workers, subordinates, superiors and the general public
- Current technology related to networks and telecommunications and the equipment and software required to maximise system support
- Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals
- Principles, practices, hardware and software related to the Ministry
- Techniques for explaining technical concepts and procedures to non-technical staff

Minimum Required Qualification and Experience

- Diploma/Certificate in Computer Science or equivalent from an accredited Institution, plus three (3) years' experience in related field.

3. Helpdesk Officer/Administrative Assistant (MIS/IT 3)

Job Purpose

Under the supervision of the Information Communication Technology Director, the incumbent is responsible for providing technical assistance and support, related to computer systems, hardware and/or software. The incumbent should be able to respond in a timely manner to queries, run diagnostic programs, isolate problems, and determine and implement solutions within the Ministry.

Key Responsibilities

- Provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware;
- Responds to queries either in person or over the phone;
- Writes Training Manuals;
- Trains computer users;
- Maintains daily performance of computer systems;

- Responds to email messages seeking help;
- Asks questions to determine nature of problem;
- Walks users through problem-solving process;
- Installs, modifies and repairs computer hardware and software;
- Cleans up computers;
- Runs diagnostic programs to resolve problems;
- Resolves technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems;
- Installs computer peripherals for users;
- Follows up with users to ensure issue has been resolved;
- Records feedback from users after an issue has been resolved;
- Runs reports to determine malfunctions that continue to occur;
- Acts as a technical resource in assisting users to resolve problems with equipment and data;
- Makes hardware and software acquisition recommendations including helping users assess needs;
- Maintains current knowledge of hardware, software and network technology and recommend modifications as necessary;
- Performs any other related duties that may be assigned from time to time.

Administrative:

- Centralises Help Desk to facilitate exchange of information and advice staff;
- Records Minutes of departmental meetings;
- Assists with the preparation of Individual Work Plans;
- Assists with the preparation of the ICT Annual Budget
- Maintains the Region's Staff List, Personal Files and Attendance Record;
- Communicates with all levels of staffs, internal and externally in respect to staff benefits;
- Prepares reports, memoranda and letters;
- Maintains Inventory of equipment and accessories.

Required Knowledge, Skills and Competencies

- Customer Service skills
- Troubleshoot and solve hardware and software problems
- Install, configure, assemble and repair computers and other peripherals
- Relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Use initiative and independent judgement within established guidelines and procedures
- Organise own work by setting and managing priorities
- Instruct users on new or upgraded computer applications and hardware
- Communicate effectively (both written and verbal) with co-workers, subordinates, superiors and the general public
- Current technology related to networks and telecommunications and the equipment and software required to maximise system support
- Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals
- Principles, practices, hardware and software related to the Ministry
- Techniques for explaining technical concepts and procedures to non-technical staff

Minimum Required Qualification and Experience

- Diploma in Management Studies, Business/Public Administration, Human Resource Management or a related discipline from a recognized tertiary institution and at least two (2) years related experience;
- Certificate in Computer Science, Information Technology or equivalent from an accredited tertiary institution would be an asset.

Applications accompanied by résumés should be submitted **no later than Friday, 10th February, 2023 to:**

**Senior Director,
Human Resource Management and Development
Ministry of Foreign Affairs and Foreign Trade
2 Port Royal Street
Kingston**

Email: recruitment@mfaft.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.

A handwritten signature in black ink, appearing to be 'M. I. Tam', with a long, sweeping horizontal stroke extending to the right.

**Merle I. Tam (Mrs.)
for Chief Personnel Officer**