CIRCULAR No. 32   **19th January, 2023**
OSC Ref. C.4860[10]

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 **Management Information Systems Unit, Ministry of Labour and Social Security**:

1. **Senior Systems Analyst (MIS/IT 5) – (Vacant)**, salary range: $3,332,803 – $4,482,249 per annum.

2. **Network Administrator (MIS/IT 4) – (Not Vacant)**, salary range: $2,735,387 - $3,678,791 per annum.

3. **Programmer Analyst (MIS/IT 4) – (3 posts: 2 Vacant; 1 Not Vacant)**, salary range: $2,735,387 - $3,678,791 per annum.

1. **Senior Systems Analyst (MIS/IT 5)**

Job Purpose

The incumbent will oversee and supervise the software development, implementation and maintenance of information systems in accordance with the requirements of the various Divisions/Units.

Key Responsibilities

- Provides strategic technical guidance to proactively improve performance, reliability, security and cost-effectiveness of customers' solutions, using Industry best practices by:
  - ✓ Supervising and participating in needs assessment to determine user requirements
  - ✓ Translating business requirements to system specifications
  - ✓ Collaborating with the Software Development Manager to design software and architecture
  - ✓ Ensuring that systems specifications are correctly converted to Programming Language Code Development Team
  - ✓ Identifying areas in code that require refactoring
  - ✓ Organizing and leading regular code reviews
  - ✓ Compiling Programme Manuals, Operation Manuals and User Manuals
  - ✓ Creating and maintaining all system documentation;
- Ensuring the quality of applications developed by:
  - ✓ Liaising with the Quality Assurance Team to ensure that software testing is being done appropriately and in a timely manner
  - ✓ Ensuring that appropriate developer testing is conducted by the Development Team
  - ✓ Preparing and scheduling Sprint Review Meetings with the System Development Manager, Product Owners and the Development Team
  - ✓ Ensuring that corrective measures for errors and omissions are done according to Industry best practices and software requirements
  - ✓ Conducting software testing
  - ✓ Performing formal and informal demonstrative presentation;
- Contributes to project planning and implementation to facilitate smooth transition of automated application by:
  - ✓ Ensuring that assigned tasks are executed and completed as required
  - ✓ Performing the relevant controls and/or procedures necessary for the integrity of data conversion process;
- Maintains existing Information Systems by:
  - ✓ Developing new modules
  - ✓ Enhancing existing modules and/or database structures
  - ✓ Performing special data cleaning exercise and data integrity checks
  - ✓ Performing special back-ups
  - ✓ Troubleshooting as required;

- Oversees the evaluation of the work process and implementing technology solutions to meet the business' current and future needs by:
  - ✓ Supervising the design and development of software by:
    - Conducting interviews with key personnel to determine the requirements
    - Developing the conceptual and physical designs that reflect the user's requirements
    - Organizing and prioritizing the team's work by breaking down features and epics into stories and tasks
    - Developing work sprints (sprint planning) for the Team
    - Conducting daily Sprint Meetings with the Team;
- Takes full advantage of capabilities of the technologies within the Ministry;
- Keeps abreast of developments in Information Technology, in particular Programming Methodologies and Software Engineering;
- Providing training for users and client support staff by:
  - Defining training requirements
  - Conducting/facilitating delivery of material;
- Participates in seminars, meetings, workshops, etc., to discuss the benefits and/or emergence of Information Technologies which can improve output in Divisions/Ministry;
- Encourages an environment that promotes customer service excellence, innovation, collaboration and teamwork by:
  - ✓ Liaising with team members, management, and clients to ensure projects are completed to standard
  - ✓ Motivating staff and creating a space where they can ask questions and voice their concerns
  - ✓ Communicating the needs of the team to the Software Development Manager
  - ✓ Conducting Sprint Retrospective Meetings and documenting lessons learnt for future use;
- Interprets and translates business requirements to system requirements in a manner that is understood by the Software Development Team;
- Provides guidance to Programmers/Analyst by:
  - ✓ Removing or escalating impediments faced by the Development Team
  - ✓ Preparing and scheduling sprint review meetings with the System Development Manager and the Development Team
  - ✓ Organizing and leading regular code reviews
  - ✓ Assisting with the hiring and training of technical personnel.

Required Knowledge, Skills and Competencies

- Ability to establish trust
- Strong leadership qualities
- Ability to resolve conflicts and galvanize others
- Excellent project and crisis management skills
- Visionary and innovative
- Curious and willing to delve further
- Strong work ethics
- Ability to work in teams
- Ability to work remotely and with minimal supervision
- Ability to manage time successfully, prioritize effectively and meet tight deadlines
- Ability to work effectively under pressure
- Excellent interpersonal and oral and written communication skills
- Self-starter with a positive "can do" attitude.
- Results driven and pragmatic
- Ability to take ownership and responsibility for quality
- Ability to work in an agile environment
- Attention to detail and desire to probe further into data
- The ability to learn new technologies quickly
- Excellent analytical skills
- Commercial and business awareness
- Excellent problem-solving skills
- Excellent critical thinking skills
- Ability to exercise sound judgement when prioritizing tasks
- Specific Knowledge of:
  - ✓ ASP.NET, C#.NET
  - ✓ WordPress and Drupal (optional)
  - ✓ CSS, AJAX, Crystal Report
  - ✓ Linux or Apache
  - ✓ Structured Query Language (SQL)
  - ✓ Relational Database (MSSQL 2016, MYSQL 5.7 and up, Azure SQL)
  - ✓ Hypertext/Extensible Markup Language (HTML/XML)

✓ Structured methodology with emphasis on structured programming
✓ Object Oriented Methodologies
✓ SCRUM Agile methodology
✓ Team Foundation Server
✓ Azure DevOps
✓ Supervisory Management

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Sciences or equivalent from an accredited tertiary institution;
- Eight (8) years professional experience in Software Development;
- Three (3) years supervising a Software Development Team;
- Three (3) years of experience working with senior officials and conducting senior level consultations;
- Certified Scrum Master (CSM) would be an asset;
- Software Engineering Master Certification (SEMC) would be an asset;
- Microsoft Certified Solutions Developer (MCSD) would be an asset.

2. Network Administrator (MIS/IT 4)

Job Purpose

Under the supervision of the Operations Manager, the Network Administrator is responsible for supporting, troubleshooting and maintaining the Local Area Network (LAN) and Wide Area Network (WAN) located throughout the Ministry of Labour and Social Security's Head Offices, Parish Offices, and Agencies. The incumbent should ensure an efficient, robust and reliable network throughout. He/she should also assist in troubleshooting, diagnosing and repairing of malfunctioned equipment and help desk assistance.

Key Responsibilities

The incumbent will support and maintain the overall health of the Ministry's LAN/WAN by:
- Troubleshooting and resolving problems at Head Offices, Local Offices and Agencies;
- Researching and maintaining knowledge of current hardware/software technologies for network equipment, network topology and infrastructure;
- Configuring and managing user accounts, groups, access policy permissions to shared network resources;
- Configuring and managing network switches, routers, and other related equipment;
- Maintaining Inventory of the Ministry's network equipment;
- Managing distribution of static and dynamic IP addresses;
- Installing Network and Server Operating Systems and other System Software;
- Participating in managing active directory computer domain;
- Maintaining documentation of network configurations and equipment deployed throughout the Ministry;
- Monitoring and analyzing network usage and performance to effect load balancing and configurations that will enable optimization;
- Fine-tuning network parameters related to ensure highest security;
- Assisting in the planning, designing and implementation of network solutions to improve overall efficiency and robustness of LAN/WAN, as well as to accommodate the growing information processing needs of the Ministry;
- Working with Application Software Developers to ensure that connectivity requirements are met;
- Liaising with contractors in the implementation of the network (cabling and electronics);
- Installing network software upgrades as required;
- Interfacing with external telecommunications service providers to solve network related issues;
- Defining the infrastructural and environmental requirements of network devices;
- Assisting in the administration of Office 365 accounts;
- Establishing connectivity for users to the Ministry network and services, such as the Intranet and Internet;
- Installing antivirus, client applications, operating system software on servers as needed;
- Attending meetings where necessary;
- Periodically visiting outstations to ensure proper storage, maintenance and working environment of equipment.

Required Knowledge, Skills and Competencies

- Methodical
- Good analytical thinking
- Good problem-solving and decision-making skills
- Excellent use of technology
- Ability to use initiative
- Good planning and organizing skills
- Integrity
- Compliance
- Excellent oral and written communication skills
- Ability to work under pressure, in a target driven environment
- Solution oriented with a positive attitude
- Specific Knowledge of:
  - ✓ Telecommunication/Network Management
  - ✓ Extensive knowledge of network protocols, OSI model, bandwidth, VLANS, Firewalls, Remote Access & Network Security

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science, Information Technology, Telecommunication or equivalent, from a recognized tertiary institution;
- Three (3) years in a similar post;
- Cisco Certified Network Associate (CCNA) would be an asset.

Special Conditions Associated with the Job

- Exposure to dust and cold;
- Job requires lifting heavy equipment;
- Will be required to work extended hours;
- Will be required to travel daily/weekly/monthly to outstations.

3. Programmer Analyst (MIS/IT 4)

Job Purpose

The incumbent will develop, implement and maintain Information Systems in accordance with the requirements of the various Divisions/Units.

Key Responsibilities

- Assists in the analysis, design and development of an automated application system by:
  - ✓ Taking part in needs assessment to determine user requirements
  - ✓ Clarifying and interpreting user requirements prior to the start of systems development exercise
  - ✓ Converting user requirements into systems specifications and algorithms to be converted to programming language code
  - ✓ Designing forms/report formats
  - ✓ Reviewing programme specifications
  - ✓ Converting systems specifications to programming language code
  - ✓ Modifying/revising existing programs to facilitate changes in processing and/or user requirements
  - ✓ Compiling Programme Manuals, Operation Manuals and User Manuals
  - ✓ Developing Documentation;
- Ensures the quality of applications developed by:
  - ✓ Performing formal and informal walkthroughs
  - ✓ Developing test data
  - ✓ Testing programmes and systems
  - ✓ Executing corrective measures for errors and omissions
  - ✓ Performing re-work of tasks that do not conform to prescribed systems development standards;
- Contributes to project planning and implementation to facilitate smooth transition of automated application by:
  - ✓ Ensuring that assigned tasks are executed and completed as required
  - ✓ Performing the relevant controls and/or procedures necessary for the integrity of data conversion process;

- Maintains existing Information Systems by:
  - ✓ Developing new modules
  - ✓ Enhancing existing modules and/or database structures
  - ✓ Performing special data cleaning exercise and data integrity checks
  - ✓ Performing special back-ups;
- Assists with the designing and development of Websites and Intranets by:
  - ✓ Conducting interviews with key personnel to determine the requirements
  - ✓ Developing the conceptual and physical designs that reflect the user's requirements;
- Encourages office automation in support of increased productivity of office personnel by:
  - ✓ Taking full advantage of capabilities of the technologies within the Ministry
  - ✓ Keeping abreast of developments in Information Technology, in particular programming methodologies and software engineering
  - ✓ Providing training for users and client support staff by:
    - ▪ Defining training requirements
    - ▪ Conducting/facilitating delivery of material
  - ✓ Participating in seminars, meetings, workshops, etc., to discuss the benefits and/or emergence of information technologies which can improve output in Divisions/Ministry.

Required Knowledge, Skills and Competencies

- Ability to work in an agile development environment
- Ability to work in teams
- Ability to work remotely and with minimal supervision
- Ability to manage time successfully, prioritize effectively and meet tight deadlines
- Strong interpersonal and oral and written communication skills
- Self-starter with a positive "can do" attitude
- Results-driven and pragmatic
- Ability to take ownership and responsibility for quality
- Attention to detail and desire to probe further into data
- The ability to learn new technologies quickly
- Excellent analytical skills
- Commercial and business awareness
- Excellent problem-solving and critical thinking skills
- Ability to exercise sound judgement when prioritizing tasks
- Specific Knowledge of:
  - ✓ ASP.NET, C#.NET, VB.NET(optional)
  - ✓ CSS, AJAX, Crystal Report
  - ✓ Linux or Apache
  - ✓ Structured Query Language
  - ✓ Relational Database (MSSQL 2005/2008, INFORMIX, MYSQL)
  - ✓ Hypertext/Extensible Markup Language (HTML/XML)
  - ✓ Structured methodology with emphasis on structured programming
  - ✓ Object Oriented Methodologies

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science or equivalent from an accredited tertiary institution;
- Four (4) years' professional experience in Software Development;
- One (1) year experience working with senior officials and conducting senior level consultations.

Applications accompanied by résumés should be submitted **no later than Wednesday, 1ˢᵗ February, 2023 to:**

> **Senior Director**
> **Human Resource Management and Development**
> **Ministry of Labour and Social Security**
> **14 National Heroes Circle**
> **Kingston 4**

> **Email: resume@mlss.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

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