



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

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### **CIRCULAR No. 78** **OSC Ref. C. 4664<sup>15</sup>**

16<sup>th</sup> February, 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 the following **vacant** posts in the **Accountant General's Department (AGD)**:

1. **Client Support Manager (MIS/IT 5)**, salary range \$3,332,802 - \$4,482,249 per annum.
2. **Information Systems Security Officer (MIS/IT 5)**, salary range \$3,332,802 - \$4,482,249 per annum.
3. **Database Administrator (MIS/IT 5)**, salary range \$3,332,802 - \$4,482,249 per annum.
4. **Hardware Engineer (MIS/IT 5)**, salary range \$3,332,802 - \$4,482,249 per annum.

#### **1. Client Support Manager (MIS/IT 5)**

##### **Job Purpose**

Reporting to the Director Information Technology, the Client Support Manager is responsible for the efficient and effective provision of systems and computer related advice and support, and an excellent customer experience, while facilitating the resolution of Information Technology problems in a timely manner. The incumbent manages a group of support professionals to ensure that an excellent Customer Service Culture is maintained in the Division and that solutions and advice provided are consistent with the thrust of modernization, automation and direct access facilitation for clients.

##### **Summary of the broad purpose of the position in relation to Government's goals and strategies:**

- To perform ongoing resolution and product support for Treasury IT end users (the Treasury, MOFPS, MDAs and wider stakeholder population)
- To provide administrative management of technical support and queue management
- To maintain performance metrics to monitor and maintain quality service delivery
- To manage feedback from end users to establish training needs recommend requisite training programmes to the Treasury and other MDAs on the GIFMIS, CTMS, and other IT systems deployed by the GOJ.

##### **Key Responsibilities**

###### ***Technical:***

- Participates in the establishment of the Strategic and Tactical goals, policies, and procedures for the Unit;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term Computer and Information Systems Budgets for the Unit;
- Informs and advises on technical and computer systems requirements;
- Develops, implements and monitors the SLAs of the Client Support Section to ensure that a best practice Customer Charter is established and maintained;
- Ensures resolution of operational problems encountered by clients within the established SLA's;
- Implements an Optimal Integrated and Automated Ticketing System to facilitate optimal ease of issue logging and resolution tracking between the Help Desk and its clients and ensures systems are in place for the efficient management of the queue according to the SLAs;
- Monitors Unit's performance against SLAs using applicable trend analysis and metrics; Ascertains client feedback on service delivery through the use of surveys and takes corrective action to improve performance gaps;
- Manages the day-to-day operations of the Unit/client relationship by ensuring that all logged issues are assessed, prioritized, and resolved including voice, data, account

administration, email, desktop, and institutional applications issues according to the Unit's SLAs;

- Conducts technical analysis of application systems and specification of technical requirements for maintenance/enhancement activities and hardware;
- Manages the provision of relevant first level automation support to AGD, MOFPS and MDAs, including evaluation of hardware/software needs, and general computer support;
- Assists with the management of IT resources of the AGD and participates in vendor contract negotiations for purchases for all new computer equipment and software being purchased;
- Manages special projects for critical solution delivery activities;
- Assesses and anticipates technology projects and recommends appropriate actions and resources;
- Analyses issues logged in the Help Desk and makes recommendation through the Unit Head, for automated solutions using web-enabled platforms with security controlled access portals;
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT solutions;
- Keeps current with emerging IT trends, and current dominant technologies;
- Manages the delivery of requisite Training Programmes for the Treasury and other MDAs on the GIFMIS, CTMS, and other relevant Financial Systems and portals;
- Prepares appropriate technical documentation for the Unit and other stakeholders;
- Manages the assessment process for departmental workflows, processes and definition of data requirements and conducts relevant cost-benefit analysis;
- Provides periodic reports as required;

***Strategic Leadership:***

- Implements and enforces policies and procedures of the Organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and Department;
- Assists with the preparation of the Department's Annual Strategic Plan and Budget, and supports the Director Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Meets or exceeds performance targets;
- Deputizes for the Director Information Technology as and when required.

***As Unit Head:***

- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans for the Unit;
- Establishes internal control processes required to manage and grow the Unit;
- Meets or exceeds Unit performance targets.

***Human Resource Management:***

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff, based on the Corporate Strategic Plan;
- Ensures that the Unit's staff has sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies competency gaps and collaborates with the Manager Training and Development to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors job specific and environmental factors, implements and promotes Health and Safety Policies; and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of Unit staff are clearly identified and addressed;
- Performs any other related duty that may be assigned from time to time.

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

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- Ability to work effectively under pressure
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility
- Comprehensive and technical knowledge of IT Architecture, and Technology
- Working knowledge of established SLA's with clients
- Working knowledge of IT direct service delivery through and automated Help Desk operations
- Knowledge of the various guiding Acts and Regulations

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

- Bachelor's Degree from a recognized institution in Information Technology;
- Two (2) years' experience working in a managerial capacity in a IT Customer service position;
- Proven experience in IT Industry Business Applications;
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management;
- Proven and advanced skills in Project Management is an asset;
- Formal training in Supervisory Management is an asset.

### **Special Conditions Associated with the Job**

- Pressured working conditions with numerous critical deadlines.

## **2. Information Systems Security Officer (MIS/IT 5)**

Reporting to the Director of Information Technology, the Information Systems Security Officer will perform vulnerability scans of all AGD applications, network, servers, databases and end user machines to identify existing and potential threats. The incumbent develops plans to perform corrective actions and mitigate threats. The incumbent also performs the necessary security audits and maintains an organizational IT Security Policy, positioning the AGD for future ICT audits and to enable enterprise-wide security compliance.

### **Summary of the broad purpose of the position in relation to Government's goals and strategies:**

- To perform vulnerability scans
- To design and execute penetration testing
- To perform security audits
- To continuously fine-tune the AGD's Antivirus software
- To develop and maintain IT Security Policy
- To develop and deliver enterprise-wide security courses that will educate AGD staff on the Security Policy and overall security awareness, in order to bolster end-user's being the weakest link in Enterprise Security.

### **Key Responsibilities**

#### ***Technical:***

- Creates information security strategies, both short-term and long-range, in support of the AGD's goals;
- Directs an ongoing, proactive risk assessment programme for all new and existing systems and remains familiar with the AGD's goals and business processes, so that effective controls can be implemented for those areas presenting the greatest information security risk;
- Communicates risks and recommendations to mitigate risks to the Director Information Technology by communicating cost/benefit terms and in a format relevant to Senior Administrators so decisions can be made to ensure the Security of Information Systems and information entrusted to the AGD;
- Oversees all ongoing activities related to the development, implementation, and maintenance of the AGD's Information Security Policies and procedures;
- Ensures vulnerabilities are managed by directing periodic vulnerability scans of servers connected to AGD's network;
- Acts proactively to prevent potential disaster situations by ensuring that proper protections are in place, such as intrusion detection and prevention systems, firewalls, and effective physical safeguards, and provides for the availability of computer resources by ensuring a business continuity/Disaster Recovery Plan is in place to offset the effects caused by intentional and unintentional acts;
- Evaluates security incidents and determines what response, if any, is needed and co-ordinates responses, including technical incident response teams, when sensitive information is breached;
- Identifies vulnerabilities in our current network:
  - ✓ Develops and implements a comprehensive plan to secure our computing network
  - ✓ Monitors network usage to ensure compliance with security policies
  - ✓ Keep-up to date with developments in IT security standards and threats
  - ✓ Performs penetration tests to find any flaws
  - ✓ Collaborates with management and the IT Unit to improve security
  - ✓ Documents any security breaches and assesses their damage
- Develops Security Awareness Courses to be delivered to all AGD end users in an effort to:
  - ✓ Educates and assesses all end users on Security Threats and best practices for the Enterprise Environment
  - ✓ Educates and assesses all users on the AGD ICT Security Policy and security software
  - ✓ Educates and assesses all end users on Security Threats and best practices to be employed outside of the Enterprise environment.

In performing all outlined duties, the Information Systems Security Officer will be guided by the following categories:

- Applications (native and off-the-shelf)
- Network (LAN and WAN)
- Servers (bare metal and virtual machines)
- Databases (Microsoft SQL)
- End User Machines (Desktops and laptops)

- Performs any other related duty that may be assigned from time to time.

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

#### ***Core:***

- Good oral and written communication skills
- Good problem-solving and analytical skills
- Good customer focus skills
- Results Focus
- Integrity

#### ***Technical:***

- Strong knowledge and understanding of Data Security Management
- Strong knowledge of information systems environment, legislations, policies, procedures and standards
- Good knowledge of Project Management methodologies
- Good knowledge of security and control features of operating systems, databases and network devices

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

- Undergraduate Degree in Computer Science, Information Technology or Management Information System;
- Professional Certification : CompTIA Security+; Certified Information Privacy Technologist (CIPT) or equivalent;
- Microsoft Certified Technology Specialist (MCTS);
- Microsoft Certified Solutions Expert (MCSE);
- Project Management Professional (PMP);
- Two (2) years of experience in Information Security Management;
- Experience in computer and networking infrastructure, operating systems and application software development;
- Experience in Project Management;
- Experience in Regulatory Compliance and Risk Management.

### **Special Conditions Associated with the Job**

- Pressured working conditions with numerous critical deadlines.

## **3. Database Administrator (MIS/IT 5)**

### **Job Purpose**

Reporting to the Manager Systems Operations, the Database Administrator is responsible for the performance, integrity and security of the Treasury databases. The incumbent co-ordinates the planning and development of databases and troubleshooting any applications issues due to database inconsistencies. The incumbent assists with the physical translation and implementation of logical data design specifications. The incumbent also assists in the maintenance of the integrity and security of application systems data and related databases.

### ***Summary of the broad purpose of the position in relation to Government's goals and strategies:***

- To perform application development, database administration, and web development services
- To ensure database integrity and security is maintained and the recovery of application systems within a specified recovery time objective.

### **Key Responsibilities**

#### ***Technical:***

- Establishes the needs of users and monitors user access and security;
- Monitors performance and manages parameters to provide fast responses to front-end users;
- Maps out the conceptual design for planned databases;
- Considers both back-end organization of data and front-end accessibility for end-users;
- Refines logical designs so that they can be translated into specific data models;

- Further refines physical designs to meet system storage requirements;
- Installs and tests new versions of the DBMS;
- Maintains data standards;
- Writes database documentation, including data standards, procedures and definitions for the data dictionary (metadata);
- Controls access permissions and privileges;
- Develops, manages and tests back-up and recovery plans;
- Ensures that storage and archiving procedures are functioning correctly;
- Conducts capacity planning;
- Collaborates and works closely with Programmer/Webmaster and other IT staff;
- Communicates regularly with technical, applications and operational staff to ensure database integrity and security;
- Participates in research on database technology trends;
- Assists Research and Development efforts in data collection as well as analysis of emerging database technologies;
- Performs any other related duties that may be assigned from time to time.

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

- Sound understanding of project management principles
- An understanding of database structures, theories, principles, and practices
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage, end user experience, and training/education
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Ability to work effectively under pressure**
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium- and long-term goals.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-one face-to-face, with excellent public speaking skills
- In-depth knowledge of Structured Query Language (SQL) and normalized relational databases
- Knowledge of applicable data privacy practices and laws is an asset
- Good working knowledge of Operating Systems such as Windows, Unix
- Exposure to database systems

- Excellent understanding of multi-disciplinary nature of IT solutions

#### **Minimum Required Education and Experience**

- Bachelor's Degree in Computer Science or Information Technology;
- Training in Database Management Systems (DBMS) administration and maintenance, database design, analysis and management would be preferred;
- Two (2) years' experience working in a similar capacity.

#### **Special Conditions Associated with the Job**

- Pressured working conditions with numerous critical deadlines.

### **4. Hardware Engineer (MIS/IT 5)**

#### **Job Purpose**

Reporting to the Manager Infrastructure Operations, the Hardware Engineer is responsible for the maintenance and support of all computer hardware within the AGD's operations. The incumbent oversees the configuration and installation of the relevant computer systems, servers, Uninterrupted Power Supply (UPS), Power Distribution Units (PDU), rack cabinets as well as peripherals including printers; and the troubleshooting and testing of computer hardware.

The incumbent is responsible for day-to-day maintenance and support of the hardware and power aspects of the computing environment to ensure consistency in the safety, reliability, performance and quality of hardware and power systems.

The incumbent evaluates existing computer systems and improves models and designs hardware and infrastructure solutions to meet the AGD's and other stakeholders' emerging needs.

#### ***Summary of the broad purpose of the position in relation to Government's goals and strategies:***

- To research, design, develop, test, implement and maintain computer hardware and infrastructure solutions to meet the Department's emerging needs
- To analyze existing systems to identify flaws and or inefficiencies and make modifications that will increase the functions of computers
- To maintain and support the hardware and power aspects of the computing environment to ensure consistency in safety standards, reliability, performance and quality

#### **Key Responsibilities**

- Designs, develops and implements safe, effective and reliable hardware and infrastructure solutions;
- Updates systems by improving the components, layout and design of computers for increased efficiency, increasing speed and function;
- Updates existing computer equipment so that computer hardware components work together with the latest software developments, in collaboration with software developers;
- Conducts research on technology trends and submits reports and recommendations on significant findings;
- Researches and reports on the technical specification, security and environmental implications of devices to be included in the Department's computing environment;
- Assesses various information technology systems in determining their suitability;
- Assists in the technical evaluation of tenders/bids from vendors/contractors for the supply and/or installation of products and/or services;
- Monitors and manages the implementation activities of contracted vendors/suppliers for the proper installation and servicing of hardware and power systems;
- Provides Level-2/3 support and troubleshoot to resolve issues;
- Tests hardware and power systems to ensure that a quality solution is accepted;
- Establishes security levels and ensures they are adhered to based on security policy and guidelines;
- Monitors and captures relevant environment statistics using available tools;
- Tracks and analyses resource utilisation for capacity planning;
- Ensures hardware and power availability for systems;
- Ensures availability of all sufficient resources to assure system availability and scalability (spares, support agreement, power supply);
- Monitors hardware and power infrastructure performance and troubleshoot problem areas as needed;

- Carries out the regular preventative maintenance activities for supported equipment;
- Effects the necessary repairs, replacement and relocation of hardware;
- Monitors and tests power system performance and provides power system performance statistics and reports;
- Researches and implements industry standards, best practices and emerging technologies to manage and monitor access to and use of hardware and infrastructure;
- Maintains knowledge of computer engineering trends and new technologies;
- Prepares reports as required;
- Signs Job Description and Individual Work Plans;
- Performs any other related duties that may be assigned from time to time.

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

#### **Core:**

- Good oral and written communication skills
- Good problem-solving and analytical skills
- Good customer focus skills
- Results Focus
- Integrity

#### **Technical:**

- Good knowledge of Information Technology Principles
- Good knowledge of Legislations, Policies and Procedures
- Experience in hardware and power system design, configuration and maintenance.
- Experience in related IT disciplines such as hardware platforms, enterprise printing solutions and outsourced systems
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable
- Excellent understanding of multi-disciplinary nature of IT solutions
- Sound understanding of project management principles and their application to Infrastructure projects and teams would be an asset

### **Minimum Required Education and Experience**

- Bachelor's Degree from a recognized institution in Computer Engineering OR related;
- Two (2) years' experience, in a related technical IT position.

### **Special Conditions Associated with the Job**

- Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Thursday, 2<sup>nd</sup> March, 2023 to:**

**Director  
Human Resource Management and Development  
Accountant General's Department  
Ministry of Finance and the Public Service Complex  
30 National Heroes Circle  
Kingston 4**

Email: [careers@treasury.gov.jm](mailto:careers@treasury.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**