



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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1st 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 **Post and Telecommunications Department**:

1. **Director, Information and Communication Technology (MIS/IT 8)**, salary range \$6,028,127 - \$8,107,161 per annum.
2. **Senior Director (GMG/SEG 5)**, salary range \$6,028,127 - \$8,107,161 per annum.
3. **Network Administrator (MIS/IT 5)**, salary range \$3,332,803 – \$4,482,249 per annum.
4. **Programmer/Analyst (MIS/IT 5)**, salary range \$3,332,803 – \$4,482,249 per annum.

1. **Director, Information and Communication Technology (MIS/IT 8)**

Job Purpose

The Director, Information and Communications Technology (ICT) (MIS/IT 8) reports to and works closely with the Senior Director, Corporate Services to manage the day-to-day operations and maintenance of the Information, Communication and Technology Branch.

The incumbent is responsible for ensuring and enabling the necessary business support services and that all information and communication assets of the Post and Telecommunications Department are maintained in keeping with its mandate as the Director, Information and Communications Technology is also responsible for facilitating the provision of electronic information systems/applications to enable improved efficiency and productivity through the use of appropriate information processing technologies in the most cost-effective manner while ensuring the security of the Department's ICT Infrastructure.

Key Responsibilities

Management/Administrative:

- Ensures the development of operational systems, policies and procedures to guide the activities of the Branch;
- Prepares and submits Activity/Performance Reports and other reports as requested;
- Advises the Senior Director, Corporate Services on matters relating to Portfolio responsibility;
- Ensures a corporate approach to the delivery of ICT and business services across the Department and ensures a secure, reliable and efficient computer system environment;
- Reviews and signs-off on Terms of References (TORs), information specifications, SLA's, business model specifications and other pertinent ICT documentation;
- Develops and manages the ICT and Business Services Budget and institutes corrective measures when Budget is not being met, including signing off on invoices and quotes, escalates out of Budget items for approval and ensures that the Team obtains all necessary tools and equipment to effectively execute their duties.

Technical/Professional:

Strategic

- Initiates, plans and implements strategies for the provision and management of ICT and business services to support and drive the Department's management and technical operations;
- Ensures that effective arrangements are in place to satisfy information and telecommunication requirements for the Department and its Divisions/Branches/Sections/Units in a time-sensitive, responsive and cost-effective manner (with particular emphasis on data communication);
- Establishes business continuity and recovery policy for ICT and business service tools, resources and management that provide guidelines for common situations and a framework by which the Department can cope with exceptional circumstances/emergencies/disasters;

- Reviews ICT and business service strategies of the Department's Divisions/Branches/Sections/Units to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Department that will improve the Organization's ability to manage through the effective use of proven management approaches and techniques and available technological tools.

Procurement, Contracts and Project Management:

- Plans, advances and secures approval for Procurement Plan and Budget for ICT and Business Services that will support operations for the year and/or other specified periods to enable continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Department;
- Engages in contract management and related negotiations with suppliers, vendors, service providers and consultants as necessary or required;
- Selects and effectively applies project management tools and control techniques to all projects.

Quality Management:

- Ensures the quality and effectiveness of ICT Projects undertaken by the Department;
- Keeps up-to-date with ICT and business service best practices and trends, and advises the Postmaster General where adoption will add value to the current services delivered;
- Develops and implements a regular quality review and improvement process for the ICT Branch in accordance with relevant standards;
- Manages the development and roll-out of end-user training based on the needs identified for the Department's officers and ensures appropriate action is taken to raise and maintain their skills that will aid in sustaining a high standard of agility and productive use of the various systems and tools.

Promote professional external relationships:

- Maintains and develops positive strategic relationships with internal and external stakeholders;
- Works proactively to resolve internal grievances and external complaints, concerns or conflict in a positive manner;
- Engages in the development, nurturing and maintenance of effective working relationships with internal and external stakeholders to identify changes and new industry developments which can impact the Department's operations and goals to inform ICT and business services development in the short, medium and long-term.

Software Development and Database:

- Directs staff in the development of Information System Strategies in conjunction with business users;
- Directs the creation, refinement and enforcement of structured processes for the design, development, testing and deployment of corporate information technology systems;
- Monitors and ensures that data standards are maintained;
- Monitors the installation and programming modification of application software packages;
- Recommends strategies to achieve and maintain optimal efficiency and effectiveness;
- Monitors the negotiation and selection of vendors for the replacement/new IT solutions.

Technical and Client Support:

- Oversees the development and implementation of the Customer Charter;
- Oversees the development and implementation of the Standard Operation Policy and its related strategies, standards and guidelines;
- Oversees the provision of client support and ensures that users receive prompt and efficient client support services.

ICT Security Unit:

- Oversees the development and implementation of best security solutions to secure ICT infrastructure;
- Oversees the development and implementation of the Cyber Security Strategy and its related standards and guidelines. Oversees the investigation of computer security incidents and control mechanisms implemented;
- Oversees the development and publication of security advisories, alerts and bulletins.

Network and System Administration Services:

- Oversees the development and implementation of Local and Wide Area Networks (LWAN) including network servers, routers, switches, firewalls, workstations and other peripheral devices;
- Oversees the optimization of system performance;
- Oversees activities to ensure the security and integrity of the network;
- Oversees the installation of servers, computers and peripherals throughout the Department.

Contribute positively to Department's/Organizational culture:

- Works in partnership with all members of staff to provide strong and accountable leadership; clearly articulating our values and standards;
- Promotes and models Department's Code of Conduct, Values and Professional Standards to all staff, clients, partners and external stakeholders;
- Adheres to policies and procedures and management directives and ensures that issues and/or concerns of Departments/Units are managed and/or escalated to the appropriate level within the Department.

Human Resource Management:

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training; providing assistance and support as needed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch;
- Participates in the recruitment of staff for the Branch;
- Recommends and approves Vacation Leave for staff in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision making skills
- Excellent knowledge of current technological development tools
- Excellent knowledge of in-house platforms such as Windows Server, Exchange Server, Microsoft Forefront Threat Management Gateway
- Excellent knowledge of network monitoring and analysis tools
- Knowledge of performing typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCP/IP, DHCP and IIS support functions
- Current technological trends with respect to software development
- Knowledge of relevant computer platforms and solutions
- Knowledge of security risks, threats and vulnerabilities
- Knowledge of GoJ laws governing cyber security
- Knowledge of the Universal Postal Union (UPU) Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its operations
- Knowledge of the Government/Department's policies and procedures

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Information Systems, Information Technology, Business Administration or equivalent qualification;
- Six to eight (6 - 8) years' work experience with at least five (5) in a Senior Management position;
- Practical experience in the implementation of at least three (3) major computerized systems;
- Experience in Government/Organizations, particularly in a regulatory or monitoring capacity, would be an asset;
- Proven and advanced skills in Project Management;
- Master's Degree would be an asset.

2. Senior Director, Corporate Services (GMG/SEG 5)**Job Purpose**

The Senior Director, Corporate Services (GMG/SEG 5) is responsible for leading and directing the development and implementation of programmes and strategies of the Branches under his/her portfolio; ensuring adequate support services are provided to the Divisions and Postal Operations

within the Post and Telecommunications Department in accordance with legalisation and policies, to meet the strategic and operational objectives of the Organization.

Key Responsibilities

Management/Administrative:

- Leads in the development and implementation of the Strategic, Corporate and Operational Plans, projects and related Budgets for the Branch;
- Provides advice and recommendations to the Postmaster General and Senior Managers on postal services administration;
- Ensures that Corporate Services are delivered efficiently across all Divisions and that the highest level of Customer Service is maintained;
- Co-ordinates the preparation of responses to audit queries pertinent to the Corporate Services Branch;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Division provides a consistently high level of service to them;
- Provides policy interpretation, guidance/advice to the Postmaster General and Senior Managers to ensure effective co-ordination of the PTD's functions and compliance with/adherence to existing Public Service regulations/policies;
- Improves efficiency and ensures cost reduction by initiating innovation and or changes in internal management approaches, practices, systems, procedures and policies.

Technical/Professional:

- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Post and Telecommunications Department;
- Monitors the performance of the Branch against targets and milestones and approved budgetary allocation;
- Leads in the development and implementation of the overall Divisional Work Plan and the Individual Work Plans for employees within the Branch; ensuring that they are aligned to the Operational Plan and that staff is effectively utilized and productivity of the Branch optimized;
- Ensures the development/review and implementation of operational systems and procedures to guide the effective delivery of services by the respective units within the span of control;
- Examines periodic reports submitted by Divisional heads and ensures actions are taken and/or appropriate responses provided on corporate services related matters;
- Monitors the implementation of initiatives to ensure conformance with Government guidelines and internal policies;
- Conducts Risk and Feasibility Assessments of strategies regarding functions area;
- Provides technical advice to Executive Management and Heads of Division and postal Branch Managers in relation to functional areas informed by governing legislation, regulations, government policies and best practices;
- Undertakes initiatives to improve quality of work processes through consultations with stakeholders;
- Ensures that appropriate Service Level Agreements are in place for responsible functional areas as necessary, informed by the Branch's capacity and best practices in customer service standards.

Administration/Asset Management:

- Leads in the development and implementation of strategic initiatives to enhance asset management based on co-ordination with diverse stakeholders, including Heads of Divisions, Ministry of Finance and Auditor General's Department;
- Reviews and provides direction for overarching strategies and procedures regarding operations within the various functional areas and evaluates their continued relevance in light of environmental changes;
- Reviews/participates in the implementation of the Disaster Recovery Plan for equipment, information and furniture for the Corporate Office and all office locations island wide;
- Ensures that the office/asset management functions are undertaken in a manner that enhances the performance of the Department.

Procurement Management:

- Manages the development of the Procurement Plan for the Branch based on analysis of resource needs and allocations;
- Ensures the implementation of the procurement policies and procedures, which fosters cost savings and value for money;
- Conducts analysis of procurement practices within the Department to provide advice on projected timelines and efficiency of procedures;

- Leads and reviews the preparation of required reports to the Office of the Contractor General;
- Reviews contracts and tenders for conformance to Government guidelines and policies;
- Directs the analysis of market and delivery systems in order to assess present and future resource availability;
- Oversees the preparation of submissions to the National Contract Commission and to Cabinet as required;

Facilities and Property Management:

- Oversees and monitors lease negotiations with various property owners, ensuring critical property requirements of the Department are taken into account;
- Monitors the development and implementation of project plans for redesigned office layouts and ensures conformity to Government/Departmental policies procedures and guidelines;
- Reviews analysis of the Department's space requirements based on emerging needs and structures;
- Contributes to cost saving and energy efficiency strategies to improve the operating efficacy of the Department;
- Ensures the preparation of annual updates of the PTD's five (5) year (Strategic Plan) Building and Maintenance Plan for submission to the Ministry of Science Energy and Technology (MSET);
- Oversees the preparation and submission of the Annual Capital and Recurrent Budgets including costs for acquisition of property, new construction, embedment of safes and minor building repairs;
- Ensures the proper management of the rental of private premises by the Department; including liaison with the National Land Agency (NLA) in brokering rental agreements;
- Represents the Department in the negotiation brokerage of lease/rental agreements for space available in the Department's offices island wide and ensures that the arrangements are managed in keeping with the agreement instruments.

Human Resource Management and Development:

- Monitors the administration of policies and programmes ensuring consistency, equity and the maintenance of good HRMD practices;
- Oversees the implementation of an effective recruitment and selection programme aimed at selecting and retaining competent and productive employees, in keeping with established Government guidelines;
- Establishes an employee development programme which provides opportunities for maximizing the potential of employees and identifying career development options;
- Ensures the implementation of the Performance Management and Appraisal System (PMAS) in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative;
- Ensures the periodic review and analysis of the PTD's structure and manpower needs and makes recommendations for adjustments where necessary to meet the changing requirements of operational objectives as indicated in the PTD's Strategic Planning Process.

Information and Communications Technology:

- Oversees the provision of Information Technology systems to transform and modernize the operations of the PTD;
- Ensures the development and implementation of an Information Systems Strategy for the PTD;
- Promotes the use of Information Technology as an agent to transform and modernize the PTD's operations and strategies;
- Ensures the design and development of new enabling technologies are in keeping with needs and priorities of PTD.

Customer Services and Corporate Communications and Public Relations:

- Ensures the development and implementation of a Strategic Communication Plan and Programs for the Post and Telecommunication Department;
- Reviews monthly updates on Corporate Communications and Public Relations activities in relation to the PTD and makes recommendations where necessary;
- Ensures media requests are responded to and represents the Department on issues attracting media coverage;
- Oversees the preparation of activities for the roll out of new products and services offered by the Post and Telecommunications Department;
- Ensures that regular customer service/marketing surveys are conducted to assist in the assessment process;
- Leads the consultation with Executive Management, Regional Managers, and the Quality Assurance Manager in developing customer service procedures, policies and standards for the Department;

- Analyzes statistics or other data to determine the level of customer service being provided by the Department.

Human Resource Management

- Provides strategic direction to the development and delivery of training and development initiatives for staff of the Department;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisals and recommend and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals;
- Participates in the recruitment of staff for the Branch and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Facilitates welfare and development of staff in the Branch;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Ensures the development and implementation of a Succession Planning Framework for the Department;
- Ensures the implementation of a PMAS in PTD by providing leadership and guidance to facilitate effective and efficient implementation of all facets of the initiative.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision making skills
- Integrity
- Ability to use own initiative
- The ability to identify and build effective planning teams which work well across functional boundaries within the Department and with external stakeholders
- Excellent knowledge of Government procurement policies, Act and Regulations
- Excellent working knowledge of the GOJ budgeting process
- Proficiency in the use of relevant computer applications;
- Excellent knowledge of the principles of policy development, analysis and evaluation.
- Knowledge of risk management principles
- Excellent knowledge of the principles of effective Human Resource Management
- Knowledge of the Staff Orders, Public Service Regulations and other relevant Government regulations
- Knowledge of the Financial Administration and Audit Act

Minimum Required Qualification and Experience

- Master's in Business Administration or Public Administration or comparable qualifications in the Social Sciences, from an accredited tertiary institution;
- Eight (8) years of related working experience in general management, five (5) of which should be at the management level preferably in the public sector, or in an Organization of similar size and complexity;
- Proven experience in managing change;
- Certification in Procurement;
- Certificate in Project Management would be an asset.

3. Network Administrator (MIS/IT 5)

Job Purpose

Under the direction of the Manager, Network and System Administration Services, the Network Administrator (MIS/IT 5) is responsible for managing the Department's Local Area Network (LAN) and Wide Area Network (WAN) to ensure adequate availability of computing resources, smooth transfer of information, security of data and availability and access to productivity tools that allow users to do their job effectively.

Key Responsibilities

Technical/Professional:

- Designs a Local Area Network (LAN) and Wide Area Network (WAN) linking the Department and its Post Offices to allow for the sharing of resources and services; including data, voice, security and personnel;
- Designs and implements Storage Area Network (SAN) infrastructure;
- Designs, implements and manages virtual infrastructure utilizing full capacity of server hardware;
- Plans and directs the implementation of Network Infrastructure Systems in the Department and its Post Offices;
- Implements and manages enterprise firewall solutions to support a complex and robust network infrastructure;
- Plans, manages and participates in the installation and configuration of network devices; including server boxes, operating systems, server software, routers, switches, firewalls, printers, etc.;
- Designs and configures network infrastructure services, including TCP/IP, DNS, DHCP etc.;
- Manages PBX/VoIP Infrastructure; including adding and reconfiguring IP phones, configuring pick up groups and access control and the backup of the Call Manager System;
- Develops and implements network-wide security systems and strategies to protect the Department's ICT Network and data from viruses, external intrusion and internal/unintentional harm;
- Educates all users on the Department's ICT Network and System Administration Policy.
- Resolves and troubleshoots problems and complex issues - Investigates and provides solutions;
- Manages the use of key equipment such as photocopiers and printers.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision making skills;
- Knowledge of designing, developing and implementing LAN and WAN solutions
- Knowledge of installing and configuring Windows Servers and active directory
- Knowledge of formulating, developing, implementing and documenting network security, backup procedures, disaster recovery plans and conducting systems analysis
- Knowledge of in-house platforms such as Windows Server, Exchange Server, FortiGate firewalls
- Knowledge of networking services/protocol such as TCP/IP, DNS, DHCP
- Knowledge of interconnecting Cisco networking devices such as routers, switches, firewalls
- Knowledge of SAN infrastructure – Fibre Channel/ISCSI
- Working knowledge of managing PBX/VoIP infrastructure
- Knowledge of the Universal Postal Union (UPU) Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its operations
- Knowledge of the Government/Department's policies and procedures

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Studies/Electrical Engineering/Electronics or equivalent from an accredited tertiary institution;
- Training in administrative principles and techniques and/or management training plus;
- Three (3) years' experience in a related field.

OR

- Diploma in Computer Studies from an accredited Institution or the equivalent plus four (4) to five (5) years' experience in a related area. Training in administrative principles and techniques and/or management training.

OR

- Professional certification in Computer Studies from Microsoft, CISCO, CCNA certified or the equivalent plus six (6) years' experience in related field;
- Training in administrative principles and techniques and/or management training;
- Industry standard certification in Network Administration is highly desirable.

4. Programmer/Analyst (MIS/IT 5)

Job Purpose

Reporting to the Senior Programmer/Analyst, the Programmer/Analyst (MIS/IT 5) is responsible for providing technical support to design, implement and maintain software and web applications throughout the development life cycle.

Key Responsibilities

Technical/Professional:

- Analyzes business and office processes to design system and user requirements;
- Develops specification of functional systems and designs requirements;
- Prepares the required documentation for applications developed;
- Provides programming services to satisfy special projects, office automation and other business requirements;
- Evaluates and modifies existing programmes to accommodate changes in system requirements;
- Assists with resolving and troubleshooting complex problems and issues - Investigates and provides solutions;
- Assists with the provision of appropriate documentation for each programme, e.g. documenting system and application functions;
- Performs tests and fixes bugs;
- Develops, implements and maintains software and web-based applications using industry-standard tools such as PHP, C#, and ASP.Net.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent planning and organizing skills
- Excellent problem-solving and decision making skills
- Knowledge of Software Development
- Knowledge of PHP, C# and/or VB.NET and their ecosystems
- Knowledge of developing databases and queries using Relational Database Management Systems such as MS-SQL Server and MYSQL
- Knowledge of Crystal Reports and Business Intelligence tools
- Knowledge of Windows and Unix Operating Systems
- Knowledge of cPanel, IIS, XAMPP
- Knowledge of Departmental/GOJ procedures, management principles and administration in Public Sector.
- Knowledge of the Universal Postal Union (UPU) Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its operations
- Knowledge of the Government/Department's policies and procedures

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Studies/Electrical Engineering/Electronics or equivalent from an accredited tertiary institution;
- Training in administrative principles and techniques and/or management training plus;
- Three (3) years' experience in the field of Software and Web Development.

OR

- Diploma in Computer Studies from an accredited Institution or the equivalent plus four-five (4 - 5) years' experience in the field of Software and Web Development;
- Training in administrative principles and techniques and/or management training.

OR

- Professional certification in Computer Studies from Microsoft, CISCO, CCNA certified or the equivalent plus six (6) years' experience in the field of Software and Web Development;
- Training in administrative principles and techniques and/or management training.

Applications accompanied by résumés should be submitted **no later than Tuesday, 14th February, 2023 to:**

Director, Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston

Email: hrunit@jamaicapost.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