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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 **Statistical Institute of Jamaica**:

1. **Director (Level 14) - Information and Technology Division.**
2. **Programmer Analyst 2 (Level 7B) - Information and Technology Division.**
3. **Programmer/Analyst 1 (Level 6) - Information and Technology.**
4. **Technical Support Specialist (Level 10) - Information and Technology Division.**
5. **Executive Secretary (Level 7) - Office of the Director General.**

1. **Director (Level 14)**

Job Purpose

Under the direction of the Director General, the Director of the Information and Technology Division has the responsibility to provide vision, leadership, and management for all Information Technology systems and related operations and initiatives of the Institute. The Incumbent analyzes the needs of all Divisions and determines ways to meet business objectives by leading the IT staff in modifying existing or developing new information processing systems and specifying, selecting, purchasing, and installing hardware and software to meet the diverse needs of users. The incumbent also ensures security of systems and data.

Key Responsibilities

General Information Technology Programme Management:

- Plans and directs the development and implementation of the Statistical Work Programme of the Information and Technology Division;
- Provides technical guidance and supervision to the professional and support staff in execution of the Division's work programme;
- Ensures Information Technology systems, operations and initiatives are developed and maintained in compliance with national and international standards, protocols, license agreements and confidentiality guidelines;
- Directs the deployment, monitoring, maintenance, development, upgrade, and support of all IT infrastructure systems, including servers, PCs, operating systems, telephones, software applications, and peripherals;
- Provides expertise and support during systems upgrades, installations, conversions and file maintenance;
- Oversees systems development and enhancement and the integration of new systems with existing system;
- Directs the management of servers, security solutions, network hardware and equipment.
- Collaborates with other Directors and subject matter experts to design and implement data processing systems for all censuses and sample surveys undertaken by the Institute;
- Develops Standard Operating Procedures and best practices, including providing written protocols and guidance to IT staff and to end-users including system and user manuals;
- Oversees provision of end-user services, including Help Desk and Technical Support Services;
- Develops and implements all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision;
- Negotiates and administers vendor, outsourcer, and consultant contracts and service agreements.
- Consults with other Directors and users of Information Technology systems and services to ensure that they continue meet their evolving needs;

- Monitors the Division's adherence to the Institute's established quality assessment and assurance framework including, the systematic, documentation of Information Technology processes, methodologies and all systems modifications and upgrades;
- Monitors and reviews the format and content of all information system reports produced in the Division to ensure that they meet defined objectives and standards of technical quality;
- Keeps abreast with the latest technologies and determines what new technology solutions and implementations will meet the Institute's business and system requirements and applies recommendations and best practices as necessary.

Management/Administrative:

- Participates in the Organization's Strategic Planning Process and in the achievement of its targets, as a member of the Institute's Senior Management Team;
- Develops, implements the Corporate and Operational Plans and associated operating budgets for the Division ensuring alignment with the Organization's Mission, Vision and Objectives;
- Prepares the required Monthly Progress Reports on the core activities of the Division;
- Prepares an Annual Report on the core activities and achievements of the Division for inclusion in the Institute's Annual Report;
- Participates in community and public relations efforts designed to create a positive image of the Institute, and build trust and confidence in the Institute's programmes, products and services;
- Represents the Institute at local, regional and international expert group meetings seminars, workshops and conferences;
- Ensures that electronic and manual Filing Systems are established and maintained for the Division to facilitate the effective storage and retrieval of documents.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Excellent organizational and Environmental knowledge
- Excellent interpersonal skills
- Excellent teamwork and co-operation skills
- Demonstrated high level of integrity
- Demonstrated customer and quality focus
- Excellent technical skills

Supervisory/Managerial:

- Excellent leadership skills
- Demonstrated skills in Planning and Organizing for Results
- Vision and Strategic Direction/Visioning and strategic thinking
- Demonstrated effectiveness in enabling change
- Demonstrated effectiveness in managing external relationships

Functional:

Professional Information Technology Knowledge

Extensive Knowledge of:

- **Systems Development -**
including systems analysis, design, coding, testing, implementation and maintenance
- **Web-Based Technologies -**
Including HTML, XHTML, XML, JScript, C#. NET, PHP, VB.Net and ASP.NET
- **Software Applications -**
programming languages, operating systems or utility programmes used by the Institute for e.g. Microsoft SQL Server, Visual Studio 2010
- **Webpage Design -**
composition, page layout, art and office/web software packages such as Dreamweaver, Flash and Photoshop
- Proficiency in Management of Information Systems
- Proficiency in Information Security and Risk Management
Working knowledge of Windows client server environment, LAN, WAN, Telecom, Wireless Technologies

Minimum Required Qualification and Experience

- Master's Degree in Computer Science, Information Technology, Management of Information Systems, Computer-Base Management or equivalent;

- Ten (10) years' experience in Information Technology five (5) of which should be in a managerial position within a large Information Systems Department;
- Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Administrator (CCNA) or similar level of enterprise scale certification;
- Project Management Experience, including software development would be an asset;
- Proficiency in the use of statistical software such as SPSS or SAS.

2. Programmer Analyst 2 (Level 7B)

Job Purpose

Under the direction of the Systems Analyst 3, the Programmer Analyst is responsible for assisting with the analysis, design, development, modification, testing, installation and maintenance of application programmes, integrated systems, and software solutions to support the operations of the Institute.

Key Responsibilities

- Assists in the provision of Information Technology services/solutions to support the operations of the Institute;
- Participates in consultations with users to determine specific needs/requirements for the development of new systems or the modification of existing systems;
- Assists with converting project specifications, designing file structures, flowcharts and general block diagrams to produce the required output ;
- Assists with the development of system proposals as directed;
- Assists with the analyses, design, development, modification, testing, installation and maintenance of application programmes, integrated systems and software solutions including databases to meet stakeholder needs;
- Assists with system maintenance in accordance with user requirements including making amendments to the design, programming, reporting and security procedures as required;
- Assists with the development and/or modification of system documentation, operational manuals for computer applications, systems and software solutions as well as facilitating training for end-users as required;
- Assists with resolving programming and systems related issues by conducting thorough analyses of problems and providing solutions;
- Assists with executing quality assurance procedures including the systematic documentation of processes, methodologies applied in systems development, modifications and upgrades;
- Makes recommendations to Programmer/Analyst 3 regarding modifications to existing practices or the introduction of new methods to promote greater efficiency;
- Keeps abreast of new and emerging developments in systems design, web design and programming and implements recommendations and best practices as directed;
- Preparing requisite reports in keeping with defined objectives and established.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good organizational and Environmental Awareness
- Good interpersonal skills
- Very good teamwork and co-operation skills
- Demonstrated high level of integrity
- Demonstrated customer and quality focus

Functional:

In-depth knowledge of:-

- **Systems Development** - including systems analysis, design, coding, testing, implementation, and maintenance
- **Web-Based Technologies** - Including HTML, XHTML, XML, JScript, C# .NET, VB.Net and CSS
- **Software Applications** - programming languages, operating systems or utility programmes used by the Institute e.g. Microsoft SQL Server, Visual Studio, DB2
- **Website Design and Development** - composition, page layout, art and office/web software packages such as Dreamweaver, Visual Studio, Flash and Photoshop

Minimum Required Qualification and Experience

- BSc. Degree in Computer Science, Management Information Systems or related field;
- Experience using the Systems Development Life Cycle (SDLC);
- Training in systems design and development, structured programming including object-oriented programming concepts;
- Two (2) years' Programmer/Analyst in an AS/400 environment would be an asset.

3. Programmer/Analyst 1 (Level 6)

Under the direction of the Programmer/Analyst 3, the Programmer/Analyst I is responsible for assisting with the analysis, design, development, modification, testing, installation and maintenance of application programmes, integrated systems, databases and software solutions to support the operations of the Institute.

Key Responsibilities

- Assists in the provision of Information and Technology services/solutions to support the operations of the Institute;
- Participates in consultations with users to determine specific needs/requirements for programming and web-related services including, the development of new systems or the modification of existing systems;
- Assists with the analyses, design, development, modification, testing, installation and maintenance of application programmes, integrated systems and software solutions within the Institute;
- Assists with converting project specifications and designing file structures, flowcharts and general block diagrams for coding to produce the desired output;
- Designs, runs and monitors software performance tests on new and existing programmes for the purposes of correcting errors, isolating areas for improvement, and general debugging;
- Assists with the development and/or modification of system documentation and operational manuals for computer applications, integrated systems and software solutions;
- Assists with diagnosing system problems;
- Assists in facilitating training for end-users to operate new or modified programmes;
- Keeps abreast of new and emerging developments in systems design, web design and programming and implements recommendations and best practices as directed.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Very good organizational and Environmental Awareness
- Good interpersonal skills
- Very good teamwork and co-operation skills
- Demonstrated high level of integrity
- Demonstrated customer and quality focus

Functional:

In-depth knowledge of:-

- **Systems Development** - including systems analysis, design, coding, testing, implementation, and maintenance
- **Web-Based Technologies** - Including HTML, XHTML, XML, JScript, C# .NET, PHP, VB.Net and ASP.NET
- **Software Applications** - programming languages, operating systems or utility programmes used by the Institute for e.g. Microsoft SQL Server, Visual Studio
- **Website Design and Development** - composition, page layout, art and office/web software packages such as Dreamweaver, Visual Studio, Flash and Photoshop

Minimum Required Qualification and Experience

- Diploma in Computer Science from a recognized tertiary institution;
- Training in systems design and development, structured programming including object-oriented programming concepts;
- One (1) year experience as Programmer/Analyst in an AS/400 environment would be an asset.

4. Technical Support Specialist (Level 10)

Under the direction of the Director, Information and Technology, the Technical Support Specialist is responsible for directing the programming and maintenance of specialized computer software used in the support of application and control systems in the PC environment. Additionally, the Technical Support Specialist will train and lead the work of direct reports and ensure that duties are performed efficiently in accordance with goals and objectives established by the Institute.

Key Responsibilities

- Co-ordinates the general maintenance of personal computers and peripheral devices throughout the Institute, including minor repairs, preventative maintenance. Also, coordinates and monitors repairs where external repairs are necessary;
- Investigates and secures quotations for the purchase of hardware and software to address problems in the PC environment, advising on selection of vendor and follows through on purchasing, clearing and installation of hardware and software purchased;
- Supervises the assistance of users throughout the Institute in resolving hardware and software problems that may arise;
- Advises personnel in the Unit about resolving specialized system design and programming problems;
- Utilizes established standards, monitors databases and system performance, as well as data and space levels within databases;
- Establishes and implements the practices and procedures to guard against unauthorized access and activity in Database Management Systems (DBMS);
- Monitors new developments, particularly for the microcomputer equipment in-house, ensuring that the latest release of the operating systems and utilities along with corresponding manuals are made available;
- Supervises the installation of operating systems and other software in the event of upgrades to the systems;
- Manages the maintenance of the database of stock of microcomputers, hardware and software including recording of serial numbers, locations, problems, if any etc., ensuring that it is up to date;
- Publishes periodic or occasional technical bulletin on system capabilities, changes and adoption of new techniques, in the PC environment;
- Identifies and develops, where necessary, utilities to allow for more efficient operation of systems;
- Assists in the determination of hardware requirements and the analysis and selection of vendor supplied software;
- Collaborates with the Director, Information and Technology to develop standards for the design and installation of communication based applications;
- Collaborates with the Director, Information and Technology to develop training programmes for subject matter personnel;
- Writes difficult or critical programmes in the PC environment;
- Recommends modifications of procedures, operations, and policies to maximize the efficiency of information systems technology in meeting the Unit's goals and objectives.

Supervisory/Administrative:

- Plans, organizes, directs and controls the administrative operations of direct reports by organizing job functions and duties for the organization in consultation with Director, Information and Technology and ensuring the suitability of Filing Systems to facilitate effective storage and retrieval of documents;
- Prepares monthly reports on the activities in keeping with established guidelines;
- Prepares correspondence in a timely and professional manner by writing memoranda in keeping with the established format and replying to queries using the established format from the Director, Information and Technology;
- Ensures a healthy and clean office environment;
- Ensures the telephone is answered in keeping with the promise and standard outlined by the Government of Jamaica;
- Participates in and attends meetings, conferences and seminars as required.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Demonstrated high level of integrity
- Good organizational knowledge
- Good interpersonal skills
- Good teamwork and co-operation skills

- Demonstrated customer and quality focus

Supervisory/Managerial:

- Sound analytical and problem-solving skills
- Good time and project management skills
- Ability to delegate work effectively in order to meet timelines
- Ability to lead and motivate staff
- Demonstrated effectiveness in enabling change

Functional:

Extensive Knowledge of:

- **Data Analysis Tools** - including SAS, SPSS
- **Database Architecture, Software and Database Management Systems** - including relational databases, object oriented and hybrid database systems, non-relational and unstructured data storage platforms such as NOSQL-based data storage platforms.
- **Software Applications** - programming languages, operating systems or utility programmes used by the Institute for e.g. Microsoft SQL Server, Visual Studio 2010
- **Data Presentation Tools** - including Microsoft Excel, SAS, VA, Tableau and Power BI
Working knowledge of ETL tools

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Management Information Systems, or equivalent;
- Five (5) years of increasingly responsible systems analysis and design experience;
- Two (2) years supervisory experience;
- Certificate in Supervisory Management.

5. Executive Secretary (Level 7)

Under General supervision, the Executive Secretary provides secretarial and administrative support to the Director General including the efficient management of confidential internal and external communications, Human Resource Management and Corporate Governance documents and records in the Office of the Director General.

Key Responsibilities

- Provides Secretarial and Administrative Support to the Director General and to the staff of the Office of the Director General as required;
- Functions as secretary to the Senior Management Committee including taking, transcribing and presenting minutes for confirmation;
- Makes telephone calls on behalf of the Director General; answers incoming calls; responds to enquiries; connects calls to the Director General or redirects to other appropriate member of staff; takes and relays messages;
- Receives internal and external visitors to the Office of the Director General; provides assistance/information where possible; directs to the Director General or redirects to appropriate member of staff as necessary;
- Makes and confirms appointments as directed and maintains diary of events, appointments, meetings and travelling schedule for the Director General;
- Liaises with the Training Co-ordinator regarding the Director General's local and overseas travel arrangements and itinerary;
- Produces/types for the Director General's signature, routine and confidential correspondence, documents, reports etc., from drafts, general instructions and dictation using applicable software application e.g. Microsoft Office (Word, Excel and PowerPoint);
- Assists in the management of internal and external communications including opening, sorting and routing incoming mail; preparing outgoing mail for dispatch; and photocopying and faxing correspondence, reports and other documents as necessary;
- Ensures that all relevant internal and Government policy and procedures circulars and memoranda are noted by all staff in the Office of the Director General;
- Maintains the electronic and hardcopy Records Management and Filing Systems established for the Office of the Director General;
- Records and tracks the movement of all Central Registry files in and out of the Director General's Office;
- Assists in organizing meetings convened or chaired by the Director General including contacting attendees; preparing agenda; compiling meeting materials; reserving venue and any required audio-visual equipment; and arranging refreshments if needed;

- Attends meetings as directed, takes and transcribes Minutes, submits for Director General's approval and circulates as directed;
- Provides administrative support to the Director General in processing confidential HRM action forms/documentation including Employee Performance Appraisals, recommendations for disciplinary action, leave applications, Vacation Leave Rosters, resumption letters etc.;
- Carries out the daily administrative procedures for the Attendance Register for staff in the Office of the Director General and prepares the related monthly Attendance Record and Absence Reports for submission to the HRM Unit;
- Makes and records all reservations for use of the Institute's conference room;
- Orders and maintains an adequate inventory of stationery and other office supplies, for the Office of the Director General.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Excellent organizational and environmental awareness
- Excellent interpersonal skills
- Excellent teamwork and co-operation skills
- Demonstrated high level of integrity
- Demonstrated customer and quality focus
- Excellent technical skills

Functional:

- Excellent knowledge of Office Practices and Procedures
- Excellent Typing/Word Processing skills
- Excellent Shorthand /note taking skills
- Proficient in the use of Applicable Software Applications (i.e. Microsoft Office (Word, Excel and PowerPoint))
- In-depth knowledge of Document and Records management processes and procedures

Minimum Required Qualification and Experience

- B.Sc in Administrative Management, Business Management or other related field;
- Diploma in secretarial studies from an accredited tertiary institution of completion of Administrative Management Course (level 1- 4);
- Certified Professional Secretary designation (would be an asset);
- Five (5) years related experience;
- Proficiency in using computer software such as Microsoft Office (Word, Excel and PowerPoint).

Applications accompanied by résumés should be submitted **no later than Wednesday, 8th March, 2023 to:**

**Human Resource Manager
Statistical Institute of Jamaica
7 Cecelio Avenue
Kingston 10**

Email: h-r@statinja.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**