



CIRCULAR No. 325
OSC Ref. C.6528¹²

20th July, 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 **eGov Jamaica Limited**:

1. **Senior Business Analyst (Level 8)**, salary range \$5.59 million – \$7.52 million per annum and any allowance(s) attached to the post.
2. **IT Risk Analyst (Level 8)**, salary range \$5.59 million – \$7.52 million per annum and any allowance(s) attached to the post.
3. **Business Analyst 2 (Level 7)**, salary range \$4.59 million – \$6.17 million per annum and any allowance(s) attached to the post.
4. **Security Supervisor (Level 6) - (Contract)**, salary range \$3.09 million – \$4.16 million per annum and any allowance(s) attached to the post.
5. **Administrative Assistant 2 (Level 6)**, salary range \$3.09 million – \$4.16 million per annum and any allowance(s) attached to the post.

1. **Senior Business Analyst (Level 8)**

Job Purpose

The Senior Business Analyst will be required to assist clients in assessing and determining solutions to meet business goals and objectives. This includes eliciting, analyzing, documenting and managing the business requirements, formulating conceptual models, developing and maintaining systems and business designs. The Senior Business Analyst will also lead in the implementation facilitation of business solutions. He/she will also apply proven communication, analytical, and problem-solving skills to help support the development process and to ensure that project deliverables are met according to specifications. The Senior Business Analyst will play a pivotal role in ensuring IT understanding of business requirements.

Key Responsibilities

Administrative:

- Prepares and maintains project documentation in keeping with standard Project Management framework and methodology;
- Escalates unresolved problems to the appropriate levels;
- Assists with the overall operations of the Unit;
- Assists in the preparation of the Operational Work Plans for employees within the Department;
- Escalates unresolved problems to the appropriate levels;
- Prepares and submits Time Sheets in accordance with established standards and schedules;
- Prepares and submits Motor Vehicle Travel Claims in accordance with established standards and schedules;
- Prepares and submits Leave Forms and accounts for all absence in accordance with the established HR procedures and standards

Technical/Professional:

- Determines/clarifies client's business goals and objectives through an interactive process with the client;
- Develops a concise definition of the business problem(s) to be solved;
- Collaborates with Project Managers and project sponsors to determine project scope and vision;
- Analyzes key business issues and determines opportunities for automation;

- Clearly identify project stakeholders and establish user classes, as well as their characteristics;
- Assists the Project Manager in conducting a cost-benefit analysis to justify the feasibility of the proposed solution;
- Elicits and validates business requirements using standard business analysis methodologies tools;
- Identifies and establishes the scope and parameters of requirements analysis on a project-by-project basis to define project impact, outcome criteria and metrics;
- Works with stakeholders and the Project Team to prioritize collected requirements;
- Researches, reviews and analyzes the effectiveness and efficiency of existing requirements gathering processes and develop strategies for enhancing or further leveraging these processes;
- Assists in conducting research on software and hardware products to meet agreed-upon requirements and to support purchasing efforts;
- Participates in the QA of purchased solutions to ensure that the features and functions have been enabled and optimized;
- Participates in the selection of any requirements documentation software solutions that the Organization may opt to use;
- Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards;
- Develops and utilizes standard templates to accurately and concisely write requirements specifications;
- Documents the conceptual design of the automated systems/subsystem(s) which reflects/supports client requirements;
- Contributes to the detailed design process by providing clarification of business issues as and when necessary;
- Translates conceptual user requirements into functional requirements in a clear manner that is comprehensible to developers/the Project Team;
- Develops prototypes of interfaces and attributes based on the user requirements, where applicable;
- Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the Project Team;
- Develops and conducts peer and external stakeholder reviews of the business requirements to ensure that requirement specifications are correctly interpreted;
- Assists with the interpretation of user requirements into feasible options and communicates these back to the business stakeholders;
- Manages and tracks the status of requirements throughout the project lifecycle; enforces and redefines as necessary;
- Defines solutions/strategies to address issues of concern in the client environment which could hamper/impede the project implementation process;
- Communicates changes, enhancements, and modifications of business requirements – verbally or through written documentation – to Project Managers, sponsors, and other stakeholders so that issues and solutions are understood;
- Gains requirements sign-off from the key stakeholders by making sure all of them are on the same level of understanding of the requirements and then getting a written approval on the requirements to be developed;
- Develops functional overview of resulting system;
- Maintains log of project issues and manages resolution;
- Prepares and delivers presentations to business stakeholders and user groups;
- Conducts formal and informal walkthroughs of the work product(s) of the Team and following up the implementation of agreed modifications and recommendations;
- Assists in the preparation of detailed implementation plans to support all aspects of implementation;
- Oversees and provides hands-on support for the implementation of changes to production environment;
- Ensures that Implementation Plans are followed and documents deviations;
- Prepares User Manuals;
- Prepares User Training Plans and materials and conducts user training;
- Assists Users in determining improvement/enhancements in business operations to complement use of automated system;
- Completes assignments according to Work Plan;
- Provides guidance and/or instruction to junior staff members;
- Performs any other related job enrichment duties that may be assigned from time to time.

Human Resource Management:

- Maintains and/or adheres to organization policies and procedures;

- Supervises the work of the Project Team and provides technical guidance and on-the-job training to less experienced Team Members.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communications skills
- Excellent interpersonal skills
- Excellent planning and organizing skills
- Good analytical and problem-solving skills
- Goal and result oriented
- Ability to work under pressure in a target driven environment
- Ability to work within teams of varying sizes

Technical:

- Stakeholder Management
- BA Work Plan Development
- Requirements Elicitation
- Requirements Management and Communication
- Requirements Analysis
- Solution Assessment and Validation
- ICT Knowledge
- Business Analysis Techniques

Minimum Required Qualification and Experience

Essential

- Bachelor's Degree in Computer Science from a recognized tertiary institution;
- Software Engineering exposure;
- Experience in conducting user training;
- Four (4) years Systems Analysis experience which should include three (3) years as a Business Analyst ;
- Experience in the analysis and definition of strategic objectives for organizations Experience in the use of UML, Process Flows, Design and presentation tools;
- Experience in Change Management i.e., stakeholder analysis, business transformation, communication strategy development and execution, organizational design, training program design and execution;
- Knowledge and Experience in working on Agile Teams;
- Experience in process improvement and process mapping techniques.

Desirable

- Training in Strategic Planning and Group dynamics;
- Two (2) years' experience in Project Management;
- Two (2) years' experience as a Trainer.

2. IT Risk Analyst (Level 8)

Job Purpose

The IT Risk Analyst has responsibility for conducting IT Assessments, such as business impact assessments and IT Risk Assessments, Planning and Co-ordinating the Organization's IT Business Continuity Programme, which includes Disaster Recovery. This position will also assist in information Risk Management compliance across the Organization and the development and improvement of IT Risk Management policies, processes, procedures and awareness programmes.

Key Responsibilities

Administrative:

- Assists with the development of the Operational Plan and Budget for Department;
- Leads and/or participates in Department projects, ensuring that projects are managed in accordance with company standards and guidelines as defined by the Project Management Office;
- Participates in cross functional projects, providing Risk Management expertise to ensure that Risk Assessment are conducted and risk based controls implemented.

***Technical/Professional
Policy Development:***

- Develops policies, processes, and procedures for identifying, assessing, and mitigating risks to information assets, personnel, facilities and equipment;
- Provides input to policies, plans, procedures, and technologies to balance the level of risk associated with benefits provided by mitigating controls;
- Participates in the development of information security policies, standards, supporting guidelines and procedures, ensuring alignment with company objectives and appropriate standards.

Business Continuity:

- Develops and recommends disaster avoidance strategies and impact reduction strategies;
- Leads business impact assessments to determine recovery requirements;
- Co-ordinates all aspects of actual Recovery Plan implementation and efforts, including initial emergency response, recovery procedures and business resumption processes;
- Develops business continuity training content for inclusion in on-going security awareness training;
- Develops Disaster Recovery procedures for the restoration of mission-critical business applications in the event of natural disasters, technical failures, power outages and human interference;
- Executes comprehensive testing of business continuity/disaster recovery processes to ensure alignment with business requirements;
- Leads or participates in post mortem reviews of Disaster Recovery tests or actual invocation of the Disaster Recovery Plan and recommends corrective actions as required;
- Provides effective management of the company's business continuity/ Disaster Recovery Programme.

Vulnerability Management:

- Conducts threat and vulnerability assessments and recommends appropriate mitigating actions based on the level of risk;
- Develops and recommends appropriate mitigation countermeasures to identified threats and vulnerabilities;
- Enforces compliance with the vulnerability management processes;
- Ensures that vulnerabilities are tracked to remediation or acceptance by the business and IT owners;
- Maintains awareness of security threat information;
- Reports on the status of current threats, the impact to the Organization and remediation efforts.

Risk Management:

- Conducts Risk Assessments and business impact analyses to identify vulnerable areas within the Company's critical functions;
- Assists with the implementation and management of IT Risk Assessment technologies and in finding pragmatic, cost-effective solutions to identified security and risk issues;
- Identifies risk/functionality trade-offs and works with stakeholders to ensure that Risk Management implementation is consistent with the Company's Risk Policy and Posture;
- Maintains a Register of significant risks to the Organization, ensuring that all that risks are tracked to remediation.

Compliance Management:

- Ensures compliance activities are performed and/or implemented to achieve agreed Compliance objectives;
- Ensures that standards and guidelines are followed, or that proper, consistent accounting or other practices are being employed;
- Develops methods to monitor and measure risk, compliance and assurance efforts;
- Provides an accurate technical evaluation of the software application, system, or network, documenting the security posture, capabilities, and compliance with relevant standards.

Security Awareness and Training:

- Defines the goals and objectives of the Company's Security Awareness and Training Programme;
- Develops Security Awareness and Training Policy and Programme;
- Develops training content for inclusion in on-going Security Awareness Training and train staff members;
- Assesses the Security Awareness and Training Programme to ensure that it meets stakeholder needs, is effective and covers current IT Security issues and obligations.

Required Knowledge, Skills and Competencies

Core:

- Excellent team building and interpersonal skills
- Excellent oral and written communication skills
- Excellent understanding of project management principles
- Ability to apply IT in solving security problems
- Ability to deal with diverse and complex issues
- Good leadership and analytic skills.
- Excellent knowledge of Risk Management Standards and Frameworks
- Excellent knowledge of the ISO22301 standard for business continuity management
- Advanced knowledge of information security principles and practices

Technical:

- Business Continuity
- Compliance Management
- Enterprise Infrastructure
- Policy Development
- Project Management
- Risk Management
- Security Awareness Training
- Technical Documentation
- Technology Awareness
- Vulnerability Management

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or equivalent;
- Four (4) years' experience in IT Risk Management, IT Security, or related field;
- Previous technology experience preferably as a DBA or Systems Administrator.

3. Business Analyst 2 (Level 7)

Job Purpose

The Business Analyst 2 will be required to assist clients in assessing and determining solutions to meet business goals and objectives. This includes eliciting, analyzing, documenting and managing the business requirements, formulating conceptual models, developing and maintaining systems and business designs. The Business Analyst 2 will also assist in implementation facilitation of business solutions.

Key Responsibilities

Administrative:

- Prepares and maintains Business Analysis documentation in keeping with standard Business Analysis framework and methodology;
- Escalates unresolved problems to the appropriate levels;
- Prepares and submits Time Sheets in accordance with established standards and schedules;
- Prepares and submits Motor Vehicle Travel Claims in accordance with established standards and schedules;
- Prepares and submits Leave Forms and accounts for all absence in accordance with the established HR procedures and standards.

Technical/Professional:

- Determines/clarifies client's business goals and objectives through an interactive process with the client;
- Develops a concise definition of the business problem(s) to be solved;
- Collaborates with Project Managers and project sponsors to determine project scope and vision;
- Analyzes key business issues and determines opportunities for automation;
- Identifies project stakeholders and establish user classes, as well as their characteristics clearly;
- Assists the Project Manager in conducting a cost-benefit analysis to justify the feasibility of the proposed solution;

- Elicits and validates business requirements using standard business analysis methodologies tools;
- Identifies and establishes the scope and parameters of requirements analysis on a project-by-project basis to define project impact, outcome criteria, and metrics;
- Works with stakeholders and the Project Team to prioritize collected requirements;
- Researches, reviews and analyzes the effectiveness and efficiency of existing requirements gathering processes and develops strategies for enhancing or further leveraging these processes;
- Assists in conducting research on software and hardware products to meet agreed upon requirements and to support purchasing efforts;
- Participates in the QA of purchased solutions to ensure that the features and functions have been enabled and optimized;
- Participates in the selection of any requirements documentation software solutions that the organization may opt to use;
- Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards;
- Develops and utilizes standard templates to accurately and concisely write requirements specifications;
- Documents the conceptual design of the automated systems/subsystem(s) which reflects/supports client requirements;
- Contributes to the detailed design process by providing clarification of business issues as and when necessary;
- Translates conceptual user requirements into functional requirements in a clear manner that is comprehensible to developers/the Project Team;
- Develops prototypes of interfaces and attributes based on the user requirements, where applicable;
- Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the Project Team;
- Develops and conducts peer and external stakeholder reviews of the business requirements to ensure that requirement specifications are correctly interpreted;
- Assists with the interpretation of user requirements into feasible options and communicate these back to the business stakeholders;
- Manages and tracks the status of requirements throughout the project lifecycle; enforces and redefines as necessary;
- Assists in defining solutions/strategies to address issues of concern in the client environment which could hamper/impede the project implementation process;
- Communicates changes, enhancements, and modifications of business requirements – verbally or through written documentation – to Project Managers, sponsors, and other stakeholders so that issues and solutions are understood;
- Gains Requirements sign-off from the key stakeholders by making sure all of them are on the same level of understanding of the requirements and then getting a written approval on the requirements to be developed;
- Maintains log of project issues and manages resolution;
- Prepares and delivers presentations to business stakeholders and user groups;
- Conducts formal and informal walkthroughs of the work product(s) of the Team and following up the implementation of agreed modifications and recommendations;
- Assists in the preparation of detailed Implementation Plans to support all aspects of implementation;
- Provides hand-on support for the implementation of changes to production environment;
- Ensures that implementation plans are followed and documents deviations;
- Prepares User Manuals;
- Prepares User Training Plans and materials and conducts user training;
- Assists users in determining improvement/enhancements in business operations to complement use of automated system;
- Completes assignments according to Work Plan;
- Provides guidance and/or instruction to junior staff members;
- Performs any other related job enrichment duties that may be assigned from time to time.

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Human Resource Management:

- Builds and maintains strong relationships with all internal Departments and external stakeholders;
- Works as part of a team to achieve the group and departmental goals and standards;
- Serves as the conduit between the client community and the business solutions providers;
- Attends and participates in project sessions as required;

- Works together with other Departments and Divisions within the Organization to identify any process improvements and improve standards, efficiency and profitability.

Other:

- Ensures a good level of understanding and knowledge of Organizations products and services;
- Takes responsibility for own personal development in line with agreed annual performance objectives;
- Pursues relevant professional training and certification.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communications skills
- Good interpersonal skills
- Good planning and organizing skills
- Good analytical and problem-solving skills
- Goal and result oriented
- Ability to work under pressure, in a target driven environment
- Ability to work within teams of varying sizes

Technical:

- Stakeholder Management
- BA Work Plan Development
- Requirements Elicitation
- Requirements Management and Communication
- Requirements Analysis
- Solution Assessment and Validation
- ICT Knowledge
- Business Analysis Techniques

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science;
- Three (3) years Systems Analysis experience which should include two (2) years as a Business Analyst;
- Experience in the analysis and definition of strategic objectives for organizations;
- Experience in the use of UML, Process Flows, Design and presentation tools;
- Knowledge and experience in working on Agile Teams;
- Experience in process improvement and process mapping techniques.

4. Security Supervisor (Level 6) - (Contract)

Job Purpose

Under the supervision of the Department Head – Security and IT Risk Management, the Security Supervisor develops and administers the company's physical security programmes to protect employees, computer systems and physical assets from natural or man-made threats. The Security Supervisor also assists the Human Resources and Administration function by executing background investigations and workplace safety procedures. The Security Supervisor co-ordinates with the Security Services Provider to provide 24- hour protection for the company, employees, guests and property from fire, theft, intruders, vandalism and other situations which endanger the well-being of the employees or property of the company.

Key Responsibilities

Management/Administrative:

- Participates in the preparation of the Annual Budget Plans for capital and recurrent expenditure for the Department in accordance with the Organization's operational goals and objectives;
- Communicates security status, updates, risks, issues, major setbacks, resource constraints and significant deviations from agreed objectives/targets/actions to Senior Management using established protocols;
- Prepares Management, Statutory and Regulatory Reports as required;
- Assists the HRM function by executing\background investigations for prospective employees and contractors in accordance with company policy;

- Verifies that all contracts, financial transactions and monetary arrangements conducted on behalf of the Organization adhere to corporate policies, and are verified appropriately.

Supplier/Contractor Management:

- Participates in the procurement of security service providers, in accordance with the Government of Jamaica procurement procedures and guidelines;
- Establish requirements and performance specifications for products/services to be procured to support the security programme;
- Manages the relationship with the security service provider, ensuring compliance with agreed-upon contract terms and service level agreements;
- Conducts regular performance evaluations of the contracted security service provider to ensure their effectiveness and adherence to standards;
- Facilitates regular communication and meetings with the security service provider to address any security-related issues or concerns;
- Ensures the security service provider's personnel are adequately trained, equipped and deployed to meet the Company's security requirements.

***Technical/Professional
Facility Security:***

- Develops and administers the Company's Physical Security Programmes to protect employees, computer systems and physical assets;
- Develops Standard Operating Procedures for Physical Security Operations, ensuring that security procedures are relevant and current;
- Enforces physical security policies and procedures, including access control measures, surveillance systems and incident response protocols;
- Conducts regular Risk Assessments to identify vulnerabilities and develop strategies to mitigate security risks;
- Controls access to the premises, buildings and restricted areas according to company policy, utilizing a combination of human resources and technology-based solutions to ensure that only authorized persons are provided with access;
- Establishes processes for co-ordinating with external Organizations to ensure that the company receives required assistance in responding to security incidents and natural disaster events.

Occupational Health and Safety:

- Assists in the implementation of workplace safety procedures, ensuring compliance with Local Regulations and Industry Standards;
- Organizes and conducts, with the assistance of the Fire Services and other Agencies, periodic emergency drills with staff to ensure speedy evacuation of the building when necessary;
- Develops, implements and maintains procedures for responding to emergencies and breaches of security; Inspects the building for fire hazards and ensures that all hazard precautions are strictly enforced and emergency exits are kept free from obstruction;
- Monitors the status of fire detection & suppression equipment through periodic testing.

Records Management:

- Ensures that access records are properly maintained and reviews access records periodically for evidence of unauthorized access;
- Maintains accurate documentation of security policies, procedures, incidents and investigations.

Incident Management:

- Co-ordinates with stakeholders to establish the incident management programme to ensure the prevention, detection, containment and correction of security breaches;
- Assesses the efficiency and effectiveness of incident response program activities and makes improvement recommendations;
- Applies response actions in reaction to security incidents/breaches, in accordance with established policies, plans, and procedures;
- Creates Incident Response Plans in accordance with security policies and organizational goals;
- Conducts investigations into security incidents, gather evidence and prepares detailed reports for management.

Technology Management:

- Stays updated on emerging security threats, technologies and industry trends, and recommend measures to enhance security;

- Provides effective management of the technology components (video surveillance and automated access control systems) that support physical security operations.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Excellent Interpersonal skills
- Excellent team building skills
- Good planning and organizing skills
- Goal and results oriented
- Good analytical skills
- Ability to manage external relationships
- Customer and quality focus

Technical:

- Access Control
- Incident Management
- Investigations
- Occupational Safety and Health
- Personnel Security
- Risk Management
- Security Awareness Training
- Planning and Budgeting
- Technology and Security Awareness
- Security Concepts and Techniques

Minimum Required Qualification and Experience

- Post Secondary Diploma;
- Three (3) years of service in the JDF, JCF or equivalent;
- Three (3) years of supervisory experience in the private security industry (desirable);
- Professional security certification, such as PSP;
- Formal training in security force supervision;
- Proficiency in security technology (access control, surveillance, intrusion detection).

5. Administrative Assistant 2 (Level 6)

Job Purpose

Under the supervision of the Chief Executive Officer, the Administrative Assistant 2 performs the day-to-day administrative duties for the Executive Management Division. The incumbent is responsible for coordinating the activities that will ensure the efficient and effective functioning of the CEO's office, while maintaining confidentiality in the highest regard.

Key Responsibilities

Administrative:

- Contacts Directors and informs them of information being disseminated from the CEO's Office;
- Distributes correspondences and documents to stakeholders to facilitate the communication process;
- Makes arrangements to dispatch correspondences to MDAs and external companies by the Bearer;
- Requests stationery items as needed for general use of the office;
- Makes and records overseas telephone calls for internal clients;
- Faxes and records overseas documents for internal clients;
- Receives, records, logs and dispatch correspondences;
- Receives and escorts visitors in a timely manner to the respective meeting rooms;
- Receives, screens and dispatches all telephone calls and makes outgoing calls as requested;
- Monitors incoming and outgoing telephone calls and receives messages as needed;
- Plans and schedules executive, senior management and other meetings;
- Books meeting rooms to facilitate executive and other meetings;

- Collates reports as requested.

Technical:

- Prepares Minutes for Senior Manager's Meetings and other meetings being conducted by the CEO;
- Types letters, reports and other correspondence;
- Maintains an index Filing System for all office documents to ensure ease of retrieval;
- Records notes and action items from department and other meetings;
- Assists the Company Secretary with matters relating to the Board of Directors.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent customer service skills
- Good planning and organizing skills
- Good team building skills
- Sound knowledge of Microsoft Office Suite
- Proven analytical and problem-solving abilities
- Ability to exercise initiative and sound judgment
- Filing and Records Management skills

Technical:

- Typing, shorthand/speedwriting
- Knowledge of office operations and practices
- Minutes and dictation taking skills
- Knowledge of filing and records management
- Proficient in the use of relevant computer software.

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or Certified Professional Secretary (CPS) designation;
- Certified Administrative Professional (CAP) Certification;
- Three-four (3-4) years of relevant experience;
- Sound knowledge of relevant Microsoft Office Suite;
- Proficiency in typewriting at speed of 40-50 words per minute;
- Proficiency in shorthand/speedwriting.

Applications accompanied by résumés should be submitted **no later than Thursday, 3rd August, 2023 to:**

**Director,
Human Resource Management and Administration
eGov Jamaica Limited
P.O Box 407
Kingston 6**

Email: recruitment@egovja.com

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**