



## Office of the Services Commissions

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### **CIRCULAR No. 388** **OSC Ref. C. 4664<sup>16</sup>**

**27<sup>th</sup> September, 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. **Director, Government Shareholding (FMG/PA 3)**, salary range \$4,594,306 - \$6,178,830 per annum.
2. **Director, Standards and Policies (FMG/PA 3)**, salary range \$4,594,306 - \$6,178,830 per annum.
3. **Manager, Infrastructure Operations (MIS/IT 6)**, salary range \$4,594,306 - \$6,178,830 per annum.
4. **Manager, Accounting Standards and Policies (FMG/PA 2)**, salary range \$3,770,761 - \$5,071,254 per annum.
5. **Network Engineer (MIS/IT 5)**, salary range \$3,770,761 - \$5,071,254 per annum.
6. **Client Support Manager (MIS/IT 5)**, salary range \$3,770,761 - \$5,071,254 per annum.
7. **Programmer/Webmaster (MIS/IT 4)**, salary range \$3,094,839 - \$4,162,214 per annum.

#### **1. Director, Government Shareholding (FMG/PA 3)**

##### **Job Purpose**

The Government Shareholdings Officer is responsible for overseeing the Shareholdings of the Government and accounting for all Government securities. The incumbent will implement systems that allow for the safe custodianship of share values and maintain an accounting of all Government investments in Public Bodies. The incumbent will administer the Public Sector investment policy, safeguarding the Government from undue risks.

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

- Implementation of Public Sector Investment Policy
- Oversight for the Shareholdings of the Government and custodianship for all share value documents received in regard to those shareholdings
- Maintenance of accounting of all Government Investments in Public Bodies.

##### **Key Responsibilities**

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

- Ensures that assets are properly recognised, measured and carried in the books;
- Ensures that revaluation, de-recognition, retirement and write-off of assets are done in accordance with IPSAS;
- Ensures required insurances are in place;
- Updates Register when new companies are formed or when Government divests its shareholdings;
- Removes physical Share Certificates (where applicable) and submits to respective Company Secretary;
- Effects necessary transfer when Government no longer has interest in an Entity;
- Liaises with Company Management and Secretary to obtain available Audit Management Reports on the operations of companies;
- Prepares Briefs for Annual General Meetings;
- Ensures that the legal procedures for proper conduct of Annual General Meeting of Government entities are observed;
- Attends Annual General and Extra-ordinary General Meetings along with/in the absence of the Director, Banking Arrangements and Government Shareholdings;

- Ensures that dividends due to the Consolidated Fund/TSA are paid over;
- Seeks clarification on aspects of Financial Statements;
- Raises relevant questions regarding the operation of Government Entities;
- Prepares and submits statement of Capital Investments of the Consolidated Fund/TSA;
- Liaises with Internal Audit to verify statement prior to submission;
- Co-ordinates responses to related Audit Queries received by the Department;
- Performs any other related duties that may be assigned from time to time.

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

- **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
- **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.
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **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
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **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 behaviours, in order to build trust and credibility
- **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
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **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 behaviours appropriate to the AGD's business and social environment
- Ability to work effectively under pressure
- Knowledge of Accounting practices and applications;
- Knowledge of international Public Sector Accounting Standards IPSAS;
- Knowledge of Government Accounting;
- Knowledge of the Crown Property Vesting (CPV) Act, the FAA Act and other relevant Acts and regulations.

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

- Bachelor's Degree in Accounting/Management Studies with Accounting or BBA Degree from an accredited University; **or**
- ACCA Level 2; **or**
- Asc. Degree Accounting, MIND, along with the Diploma in Government Accounting, MIND;
- Three (3) years' experience in a related field with at least two (2) years in a similar position.

### **Special Condition Associated with the Job**

- Working under pressure with numerous critical deadlines.

## **2. Director, Standards and Policies (FMG/PA 3)**

The Director, Standards and Policies will clarify accounting standards to be used by the Treasury, MOFPS and other MDAs (IPSAS Cash) and support the training of staff of AGD and MDAs in their application; The incumbent will ensure that the standard cash IPSAS is rolled out and in use by all MDAs; that the necessary monitoring and training in its use is provided and; it is implemented across Government to ensure compliance with accounting and reporting standards which allow for a true and fair presentation and full disclosure of the financial affairs of the

Government; and that the accounts are prepared according to the set regulations, laws, standards and guidelines.

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

- To prepare training material to equip Government Accountants to prepare accounts which are compliant with Government accounting standards (Cash IPSAS)
- To promote standards and policies that give a true and fair presentation and full disclosure of the affairs of the Government; including, among others, guidance on accounting standards, accounting policies and Chart of Accounts
- To provide necessary guidance for preparation of financial statements by MDAs and consolidated financial statements at the AGD
- To ensure sustainable capacity building in the AGD and MDAs to include training, and the production of procedural rules and technical instructions, and the requisite supporting manuals.

**Key Responsibilities**

***Technical:***

- Oversees the design/amendment, and the management of the implementation and maintenance of, IPSAS compliant Government's accounting standards, instructions, policies and procedures;
- Oversees the maintenance of the Chart of Accounts to ensure International Financial Reporting Standards are met;
- Maintains relations between the Treasury and other Government Departments in accordance with defined procedures;
- Ensures the provision of financial regulations and issuance of Circulars so that there are adequate systems relevant to Public Financial Management for the general maintenance of accounting systems.

***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 Assistant Accountant General, Government Accounting and Reporting to deliver the Division's Operational Plan in an accurate and timely manner;
- Prepares and monitors the Unit's Operational Plan and Budget ensuring the work of the Unit is carried out according to plan, and agreed targets achieved;
- 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;
- Deputizes for the Assistant Accountant General, Government Accounting and Reporting, 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 have 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 duties that may be assigned from time to time.

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

- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including the ability to determine priorities, and set medium- and long-term goals
- **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
- **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
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring 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
- **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
- **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
- **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
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organizational performance
- **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
- **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
- **Ability to work effectively under pressure**
- Comprehensive knowledge of Accounting practices and applications
- Sound knowledge of how financial markets operate
- In-depth knowledge and experience in all areas of financial management
- Comprehensive knowledge of investment strategies
- Knowledge of international Public Sector Accounting Standards (IPSAS)
- Knowledge of Government Accounting
- Working knowledge of the Finance Administration and Audit Act (FAA Act)
- Knowledge of banking operations

### ***Desirable:***

- Knowledge of public treasury operations

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

- Bachelor's Degree in Accounting/Management Studies with Accounting or BBA Degree from an accredited University or; ACCA Level 2 or; NVQJ Level 5, Accounting; or ASc. Degree in Accounting, MIND along with the Diploma in Government Accounting, MIND;
- Experience in Budget Management and Chart of Accounts formulation and maintenance;
- Eight (8) years of experience in Accounting;
- Five (5) years of experience working at the management level in Accounting or Finance, with two (2) years in the Public Sector.

### **Special Condition Associated with the Job**

- Working under pressure with numerous critical deadlines.

### **3. Manager, Infrastructure Operations (MIS/IT 6)**

#### **Job Purpose**

Reporting to the Director, Information Technology, the Manager Infrastructure Operations will ensure the development, implementation and maintenance of a robust Information Technology Infrastructure Platform that can support the demands of the AGD, in its thrust of modernization and automation. The incumbent is also responsible for the Infrastructure & Operations (I&O) function throughout the AGD. This includes Data Center Operations (rack management, servers, storage, operating environment (A/C, power, lighting), networking & appliances), and network administration.

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

- To manage and support the entire operations infrastructure for the AGD to facilitate the establishment and maintenance of appropriate information systems.
- To establish and maintain strong, strategic partnerships with vendors and service providers.
- To manage and monitor IT equipment lifecycle and develop technical specifications and recommendations as required.
- To coordinate and design comprehensive disaster recovery architecture which includes redundancy at all points of failure.
- To manage and maintain infrastructure at the AGD's Business Continuity Site and support the execution of its Business Continuity Plan as required.
- To establish and maintain a robust printing environment within the AGD by utilizing advanced technology.
- To analyze technology trends and contribute to the development of an ICT strategy, architecture, and delivery processes designed for agility and cost effectiveness.
- Responsible for the technical performance and quality of work produced by direct reports.

#### **Key Responsibilities**

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

- Provides sound advice to the Accountant General, the Director Information Technology and other stakeholders on:
  - ✓ Technical and IT infrastructure requirements
  - ✓ Emerging infrastructure and End User Computing services and technologies having characteristics likely to provide benefit to the efficiency or capabilities of the Department
  - ✓ Opportunities to apply new technologies or other solutions to challenges facing the AGD's operations and/or business services
  - ✓ Changes or emerging risks in supplier or product status and capabilities, standards and protocols, or other industry, market, or technology factors that may influence or impact IT systems and processes
- Provides Infrastructure Services Vision, enables innovation and leverage IT trends that can create business value consistent with the AGD's requirements;
- Leads GoJ-wide, Strategic Technology initiatives to build and maintain key elements of the AGD's enterprise infrastructure, including but not limited to 24x7 Data Centre operations; mobility; and remote access services, ubiquitous (GoJ-wide) wireless networks, and enterprise-scale messaging environments;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term Information Systems Budgets for the Unit;
- Manages the day-to-day operations of the Unit guaranteeing the smooth running of all ICT infrastructure;
- Participates in product evaluations, product and service selections, to ensure that pricing, terms, and conditions for supplier contracts meet AGD's and IT standards and requirements while achieving optimal results;
- Manages the design, establishment, and maintenance of a network infrastructure for local and wide area connectivity and remote access;
- Conducts technical needs analysis for technology based infrastructure solutions to satisfy the requirements of the AGD, MOFP and other MDAs;
- Ensures that the Unit administers Network activities and functions for the AGD using information, software, hardware, policies, and procedures to plan, configure, operate, optimize, and troubleshoot networks and communication devices;
- Provides secure access to the network for remote users;

- Manages the deployment of new computer equipment and evaluates the risks associated with adopting new Technologies and Computer Systems;
- Ensures that automated solutions are incorporated to enhance the efficiency of the operations of the AGD, in the provision of infrastructure platforms;
- Assesses and anticipates infrastructure requirements and recommends appropriate actions and resources;
- Provides infrastructure requirements for the development and implementation of systems;
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT infrastructure solutions;
- Manages crisis situations, which may involve complex technical infrastructure problems;
- Ensures effective management of IT assets and achievement of full lifecycle value;
- Monitors equipment logs using appropriate software to aid in the detection and resolution of technical problems;
- Prepares appropriate technical and end user documentation for the Unit and other stakeholders for new infrastructure delivered by the Unit;
- Keeps current with emerging IT trends, and current dominant technologies;
- Ensures comprehensive disaster recovery architecture is maintained and operations are in place;
- Develops security tools, policies and procedures in conjunction with the Company's Security Team;
- Builds and maintains relationships with all internal Units.
- Provides periodic reports as required;
- Signs Job Description and Individual Work Plan.

#### ***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 AGD;
- Assists with the preparation of the Department's Annual Strategic and Operational Plans and Budget and supports the Director, Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Provides leadership for delivery of 24/7 service operations and KPI achievement - establishes metrics, Key Performance Indicators, and Service Level Agreements (SLAs) to continually improve the performance of IT operations- Participates in the establishment of the strategic and tactical goals, policies, and procedures for the Unit;
- Establishes and implements systems for reporting on 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;
- Leads in the smooth and efficient operation of the Unit through the management of daily operations.

#### ***Human Resource Management:***

- Plans, organizes and directs the work of direct reports by overseeing the development of performance targets for staff, based on the Corporate Strategic Plan;
- Ensures that direct reports have sufficient and appropriate 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 the 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**

#### ***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

#### ***Managerial:***

- Good leadership skill
- High emotional intelligence
- Good Performance Management skills
- Comprehensive and technical knowledge of IT architecture, and technology
- Knowledge of computer systems audit
- Knowledge of the various related guiding acts, laws and regulations.
- Demonstrated ability to apply technology solutions to business problems
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management
- Working knowledge of and experience in Data Centre Operations, telecommunications, network engineering, Data Centre Applications, client/server computing, and production operations support. Specific technologies of note including but not limited to Enterprise Servers, Hyper-V, VMware, Enterprise level SANs, Cisco Voice and Networking and POE Network Switches
- 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
- Excellent understanding of multi-disciplinary nature of IT solutions.
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage and big data opportunities, end user experience, and training/education.
- Functional understanding of project management principles and their application to Infrastructure projects and teams.

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

- Bachelor's Degree from a recognized institution in Computer Science OR Information Technology OR related;
- Incumbent must have technical expertise in IT Systems;
- Three (3) years' experience, in a related technical IT position and at least two (2) years in a managerial capacity;
- Experience in related IT disciplines such as data management, hardware platforms, network administration and outsourced systems.

#### ***Desirable:***

- Certification from a recognized IT certifying body;
- Formalized Supervisory Management Training.

### **Special Condition Associated with the Job**

- Working under pressure with numerous critical deadlines.

## **4. Manager, Accounting Standards and Policies (FMG/PA 2)**

### **Job Purpose**

The Manager, Accounting Standards and Policies ensures that the standard cash IPSAS is rolled out and in use by all Ministries, Departments and Agencies (MDAs); that the necessary training and monitoring is provided; it is implemented across Government to ensure compliance with standards that give a true and fair presentation and full disclosure of the affairs of the Government; and that the accounts are prepared according to the set regulations, laws, standards and guidelines.

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

- To ensure that the AGD promotes standards that give a true and fair presentation and full disclosure of the affairs of the Government; including, among others, accounting standards, Chart of Accounts, payment processing, and internal controls;
- To ensure sustainable capacity building in the AGD and MDAs to include training, and the production of procedural rules and technical instructions, and the requisite supporting manuals.

### **Key Responsibilities**

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

- Participates in the development/amendment, implementation and maintenance of, IPSAS compliant Government's accounting standards, instructions, policies and procedures;
- Develops, revises or evaluates and approves Accounting and Financial Management Manuals and guidelines, handouts, brochures etc. for use in the Public Sector and ensures the proper distribution of these documents to the relevant officers;
- Co-ordinates the Training Needs Analysis of Finance and Accounting Officers in the Public Sector;
- Collaborates with the Training and Development Manager to develop and deliver co-ordinated and integrated training programmes for Finance and Accounting officers in the Public Sector;
- Creates system to monitor the effectiveness of training courses against standards, oversees the analysis of results, and takes corrective action in the event of poor results;
- Provides guidance to the AGD and MDAs on custody and maintenance of Chart of Accounts;
- Maintains relations between the Treasury and other Government Departments in accordance with defined procedures;
- Distributes Financial Regulations and issues Treasury Circulars so that there are adequate systems relevant to public financial management for the general upkeep and maintenance of accounting systems;
- Conducts research and recommends changes to policies, procedures and systems to enhance PFM;
- Assists with the establishment of internal control systems;
- Deputizes for the Director, Standards and Policies as and when required;
- Performs any other related duties that may be assigned from time to time.

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

- **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
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **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-one face-to-face, with excellent public speaking skills
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to determine priorities, and set medium- and long-term goals
- **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
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring 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
- **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
- **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
- **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



- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **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
- **Ability to work effectively under pressure**
- Comprehensive knowledge of Accounting practices and applications
- Comprehensive knowledge of international Public Sector Accounting Standards IPSAS
- Comprehensive knowledge of the FAA Act and other relevant Acts and regulations
- Knowledge of Government Accounting
- Comprehensive knowledge of the public finance legal framework
- Comprehensive knowledge and experience of GoJ operations and of Public Sector issues
- Sound understanding of the public expenditure policy environment and the aims and methods of Public Sector modernization

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

- Bachelor's Degree in Accounting/Management Studies with Accounting or BBA Degree from an accredited University; **or**
- ACCA Level 2; **or**
- NVQJ Level 5, Accounting; **or**
- ASc. Degree in Accounting, MIND along with the Diploma in Government Accounting, MIND;
- Six (6) years of experience in a related field with at least two (2) years in a similar position.

#### **Special Condition Associated with the Job**

- Working under pressure with numerous critical deadlines.

### **5. Network Engineer (MIS/IT 5)**

#### **Job Purpose**

Reporting to the Manager Infrastructure Operations, the Network Engineer is responsible for designing, developing, implementing, maintaining and supporting scalable and highly available network architectures/communication networks that support the operations of the AGD.

The incumbent monitors and maintains network performance as well as configures switches and network appliances for optimal performance and troubleshooting network problems. He/she will also be responsible for maintaining all Voice Over IP (VOIP) infrastructure, identifying and defining network related requirements to ensure consistency in the reliability, performance and quality of network systems.

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

- To establish a reliable networking environment by ensuring that connecting nodes within the network are performing optimally
- To maximize network efficiency by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with Network Architects on network optimization
- To secure network systems by establishing and enforcing policies and defining and monitoring access
- To report network operational status

#### **Key Responsibilities**

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

- Configures and installs network devices (e.g., routers, switches, firewalls, load balancers);
- Assesses system requirements and designs Local and Wide Area Network Infrastructure;
- Designs, develops and implements safe, effective and reliable communication networks.
- Ensures network connectivity of all servers, workstations, telephony equipment and other network equipment;
- Ensures bandwidth availability for application systems;
- Selects and implements security tools, policies, and procedures in conjunction with the Company's Security Team;
- Ensures that security levels are adhered to based on security policy and guidelines;

- Performs network maintenance and system upgrades including service packs, patches, hot fixes and security configurations;
- Monitors network performance and troubleshoots problem areas as needed;
- Monitors and tests network performance and provides and analyses network performance statistics and reports to ensure system availability and reliability;
- Provides Level-2/3 support and troubleshoots to resolve issues;
- Liaises with vendors and other IT personnel for problem resolution;
- Liaises with vendors of various information technology systems in determining relevant technologies and their suitability;
- Assists in the technical evaluation of bids from vendors/contractors for the supply and/or installation of products and/or services;
- Liaises with contractors for the proper installation and servicing of communication networks;
- Monitors and manages the implementation activities of vendors/suppliers;
- Tests network systems to ensure that a quality solution is accepted;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Monitors and captures relevant network statistics and resource utilisation using available tools;
- Monitors network utilisation trends;
- Prepares Capacity Plans based on network trends;
- Builds and maintains relationships with all internal Units;
- Works together with other Units and Divisions within the Organization to identify any process improvements and improve standards, efficiency and effectiveness;
- Ensures awareness, approval and success of changes made to the network infrastructure, to include documentation and training;
- Prepares periodic reports as required;
- Signs Job Description and Individual Work Plans;
- Performs any other related duties that may be required 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
- Demonstrated ability to apply technology solutions to business problems
- Deep understanding of networking protocols
- Hands-on experience with monitoring, network diagnostic and network analytics tools.
- Experience in Data Centre Operations, telecommunications, network engineering, client/server computing, and production operations support
- 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
- Excellent understanding of multi-disciplinary nature of IT solutions
- 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
- Sound understanding of Project Management principles and their application to Infrastructure Projects and Teams

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

- Bachelor of Science degree in Computer Science OR equivalent from a recognized tertiary institution.
- Training in Network and Systems Management;
- Cisco Certified Network Associate (CCNA) or equivalent certification in Network design and troubleshooting;
- Four (4) years' experience, in Network Engineering or a related technical IT position;
- Proven experience in technology enhancement and vendor management;

- Experience in WAN/LAN design, configuration and maintenance;
- Experience in related IT disciplines such as data management, network administration and outsourced systems.

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

- Working under pressure with numerous critical deadlines.

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

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;
- Analyzes 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 Condition Associated with the Job**

- Working under pressure with numerous critical deadlines.

### **7. Programmer/Webmaster (MIS/IT 4)**

#### **Job Purpose**

Reporting to the Senior Programmer, the Programmer/Webmaster is responsible for maintaining the Treasury's Website and developing computer programmes to support Treasury operations. The incumbent will design, code, maintain and modify the Treasury's Website, from layout to function, according to required specifications. He/she ensures a visually appealing site with user-friendly design and clear navigation.

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

- To keep websites and computer programmes operating properly
- To assist in the launch of new programmes to meet the emerging needs of the Treasury
- To write instructions that enable the implementation of web or software programmes
- To repair, modify and update existing programmes
- To test the website, providing support and performing maintenance tasks such as repairing bugs and errors, as well as developing workarounds
- To consult with end users to gather new or additional application requirements
- To create new, or update existing web system design and workflow documents and develop or enhance applications using a variety of languages, tools and techniques

## **Key Responsibilities**

### ***Technical:***

- Designs Website, data-driven applications and finds efficient client-server solutions as required;
- Creates technical aspects of Website - Website layout/user interface by using standard HTML/CSS practices;
- Creates and maintains the structure of Websites (extranet, intranet and internet versions) databases for optimal performance;
- Maintains, expands and upgrades the Website:
  - ✓ Collects text documents and images
  - ✓ Oversees production and implementation
  - ✓ Adds HTML extensions such as animations and surveys
  - ✓ Organizes content
- Writes well designed, testable and efficient code by using best software development practices;
- Supports existing infrastructure;
- Maintains existing Web applications;
- Integrates data from various back-end services and databases and other information systems using Web development software;
- Designs and implements user-driven templates, databases and interfaces;
- Establishes virtual directories and virtual servers as required;
- Gathers and refines specifications and requirements based on technical needs;
- Creates and maintains software documentation;
- Tests Web Applications Units and Systems;
- Develops external Web Portals;
- Builds applications and services for the Web;
- Tests applications on various browsers and modifies, if necessary;
- Researches and applies emerging technologies/industry trends into operations and activities;
- Develops Graphic Design;
- Collaborates with Web Designers to match visual design intent;
- Ensures a user-friendly environment by providing the relevant menus, features and creation of icons as is appropriate;
- Secures the Website from hacking and viruses;
- Produces a consistent visual image on the Website by promoting uniformity in fonts, formatting and images;
- Ensures the timeliness, usefulness, accuracy and completeness of all information provided for the Websites;
- Liaises with the Public Relations Officer and other team members as necessary, for the gathering of information for the Website;
- Creates in-house training materials, as well as multimedia designs and presentations;
- Assists in the training of users of Web-based applications (Intranet and Internet versions) application system software;
- Performs any other related duties that may be assigned from time to time.

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

- **Analytical Thinking, Decision Making and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives and effect meaningful solutions
- **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
- **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
- **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
- **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 behaviours 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 behaviours, 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 modern HTML/CSS
- Broad knowledge of computer programming languages and familiarity with at least one of the following: PHP, ASP.NET and JavaScript
- Working knowledge of Windows and Unix
- Thorough understanding of structured programming principles, system analysis techniques, system design, industry standard testing principles, system implementation, user training and follow-up
- Thorough understanding of multiple platform function including Mini-Computers, Personal Computers and workstations, to include operating system, utilities, shared and peer function
- Strong programming skills
- A solid understanding of how Web Applications work including security, session management and best development practices
- Strong grasp of security principles and how they apply to E-Commerce applications
- Strong understanding of UI and cross-browser compatibility
- Adequate knowledge of Web application development
- 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 Information Technology (IT)
- Excellent understanding of multi-disciplinary nature of IT solutions
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage and big data opportunities, end user experience and training/education
- Sound understanding of Project Management principles and their application to infrastructure projects and teams
- Technical proficiency in relevant languages and development tools including ASP .NET, PHP, HTML, JavaScript and SQL, etc.

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

- Bachelor's Degree in Information Technology or Computer Science or its equivalent from an accredited tertiary institution;
- Six (6) years' experience as a Web Programmer or related experience in application and Website development.

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

- Working under pressure with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Tuesday, 10<sup>th</sup> October, 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.**

A handwritten signature in black ink, appearing to be 'M. I. Tam', with a long, sweeping horizontal stroke extending to the right.

**Merle I. Tam (Mrs.)  
for Chief Personnel Officer**