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**CIRCULAR No. 361**                                                    **14th September, 2023**
**OSC Ref. C.4858**[46]

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 **Maritime Authority of Jamaica:**

1. **Information Systems Manager (Level 7)**, salary range $4,464,875 - $6,004,761 per annum.

2. **Administrative Assistant (Level 4)**, salary range $2,076,680 - $2,792,903 per annum.

1.     **Information Systems Manager (Level 7)**

**Job Purpose**

Under the general direction of the Director, Corporate Services, the Information Systems Manager is required to provide strategic information communication directions/solutions that complement the Maritime Authority of Jamaica's (MAJ) corporate objectives as well as, establish the required database systems, conduct system analysis on problems identified in the organization, and resolve hard and software problems. The incumbent has overall responsibility for the Information Communication Technology (ICT) system, telephone, mail administration and Website.

**Key Responsibilities**

*Management/Administrative:*
- Participates in the development of the Authority's Strategic and Operational Plan and Budget; and advises on the commensurate ICT requirements to support the plan;
- Serves on various committees, as well as participates in meetings, seminars, conferences and workshops as required and makes presentations as required;
- Plans, co-ordinates and directs the day-to-day activities of the Information Technology Unit;
- Provides direction and supervisory oversight of the Information Technology staff;
- Establishes and enforces standards and rules of professional conduct for staff within the Information Technology Unit in order to maintain the highest level of confidence in its integrity and efficiency;

*Technical/Functional:*
- Plans, designs and administers major IT Infrastructure Projects;
- Administers network infrastructures, including LAN, WAN, VPN, etc.;
- Identifies business needs and generates functional documentation to be used in the development of software solutions;
- Designs/researches/implements IT solutions for the Business Units;
- Implements policies, practices and technological solutions to guarantee the security of MAJ's computer systems through secure system access, monitoring, control and regular security audits;
- Fulfills end user service level agreements regarding the accessibility and security of the computer systems, including file system, applications, database configuration and management;
- Initiates capacity planning and the creation of long-term strategic objectives for the Authority's IT infrastructure that aligns with MAJ's overall Corporate Strategic Objectives;
- Provides cost-benefit and return on investment analysis for proposed systems to aid management in making procurement decisions;
- Drives and enforces Change Management policies/procedures to ensure effectiveness and integrity of all server environments;
- Ensures successful and timely daily backups and retention for relevant services and applications;
- Oversees the application of patches within the IT Infrastructure Department;

- Prepares for the IT Audits and maintains the Department's Risk Register;
- Prepares Requests For Proposal (RFP) for Hardware and Software purchases;
- Ensures effective vendor interface with the Authority;
- Accepts and responds to complaints within the organization and reports on their status to the Director monthly;
- Ensures close liaison with end-users to understand their problems and design solutions to solve them;
- Informs and communicates on the status of systems with the Director at the end of each phase of system development life cycle;
- Ensures that an Up-to-date Listing of computer software and equipment and the related warranties and established and maintained;
- Ensures that computer operational, User, Procedures, and Instructional Manuals for all of the Authority's computer applications are maintained;
- Ensures that all in-house databases and applications are maintained, reliable and secure;
- Ensures that the Website is up to date (using current technology and website design) and accessible;
- Oversees the support and security of the Servers and ensures that connectivity to Staff is in place and reliable;
- Maintains the active Directory, DNS, DHCP, mail, web, and FTP services for all internal users;
- Manages the administration of the Authority's critical SQL and Access databases;
- Ensures that the required system maintenance and timely upgrades of hardware and software are performed;
- Ensures that an appropriate Anti-virus Protection Programme is present on all users' equipment and the system;
- Ensures that there is connectivity for travelling officers and remote locations via the appropriate technology.

### *Human Resource:*
- Establishes clear objectives and monitors supervisee's performance in accordance with the agreed goals and objectives of the Unit;
- Conducts Performance Appraisals for direct reports and recommends/initiates corrective action where necessary to improve performance and ensures that the required follow-up action is taken;
- Provides leadership and guidance to supervisees through effective planning, delegation, communication, training, mentoring, and coaching;
- Prepares and conducts presentations on the role of the Unit for the Orientation Programme;
- Participates in the recruitment and selection of staff for the Unit, recommends promotion, transfer, termination and leave in accordance with established Human Resource policies and procedures;
- Identifies and recommends requisite training, development and staff welfare activities.

### *Other:*
- Represents the Authority at National, Regional, and International meetings;
- Performs any other related duties that may be assigned from time-to-time by the Director.

### Required Knowledge, Skills, and Competencies

- Experience in the designing, development, and implementation of networks utilizing virtualized technologies (VMware, Veeam, Windows Data Center)
- Knowledge of Storage Area Network (SAN) and Network Attached Storage (NAS) technologies
- Knowledge of network, firewall and VPN technologies.
- Knowledge of MS SQL, Microsoft Great Plains, Microsoft Exchange and Office365 administration
- Familiarity with systems development methodology-life cycles and deliverables associated with each stage
- Proficiency in the use of various software/applications programmes
- Knowledge of project management and project management tools
- Knowledge of assembly, installation and repair of computer hardware/network and installation of software programmes
- Excellent interpersonal and customer service skills
- Excellent planning and organizing skills
- Excellent analytical and problem-solving skills

- Excellent oral and written communication skills
- Excellent leadership skills

## Minimum Required Qualification and Experience

- BSc. Degree in Computer Science or Information Technology from a recognized tertiary institution;
- Five (5) years' related work experience;
- Professional certifications in administration of Windows Servers and Cisco Network.

**OR**

- Master's Degree in Computer Science or Information Technology from a recognized tertiary institution
- Two (2) years' related work experience.

## 2. Administrative Assistant (Level 4)

### Job Purpose

Under the general supervision of the Director, this position is responsible for providing support to the Directorate of Corporate Services in fulfilment of the general functions, obligations and responsibilities of the Directorate. The Administrative Assistant is responsible for organizing and administering a range of activities including co-ordinating personnel and Human Resource activities and resolving administrative inquiries and issues.

### Key Responsibilities

- Schedules appointments and maintains a diary for the Director Corporate Services;
- Makes the necessary arrangements to facilitate the Director's attendance at local and overseas events if required;
- Prepares letters (e.g., Job Letters, offer and employment letters, successful and regret interview letters, increment, seniority, gratuity, acting, Vacation Leave and salaries letters)
- Assists in the preparation of Individual Work Plan;
- Participates in the Performance Appraisal process;
- Collates and prepares Monthly, Quarterly, Annual and Board Reports for the directorate;
- Assists in the preparation of MAJ's Strategic and Operational Plans and the Directorate Budget;
- Assists in the recruitment and onboarding process;
- Assist in the processing of training needs;
- Schedules and attends meetings;
- Records and transcribes Minutes;
- Processes all incoming correspondence in the directorate;
- Maintains and distributes the Authority's lunch allowance;
- Maintains the Inventory of stationery and supplies for the Directorate;
- Maintains a comprehensive and reliable Filing System for the Directorate;
- Establishes and monitors the Filing System for staff personnel records;
- Oversees the uploading of staff information to MyHRplus and ensure the maintenance of information on the system;
- Maintains accurate and comprehensive Leave Records for the Authority's staff and updates on MyHRplus;
- Provides receptionist relief duties as required;
- Maintains the confidentiality of the Directorate and its records and reports any corrections, any identified or suspected point(s) of weakness in or breach of that effort;
- Communicates with and provides high quality customer service to local and international stakeholders as appropriate;
- Performs any other related duties that may be assigned under the supervision of the Director Corporate Services and the Human Resource Manager from time to time.

### Required Knowledge, Skills, and Competencies

- Knowledge of standard office practices and administrative procedures
- Knowledge of records management and filing systems
- Good oral and written communication skills
- Excellent interpersonal and customer service skills
- Excellent planning and organizing skills

- Team player with ability to work on own initiative
- Proficiency in the use of relevant computer applications
- Ability to work under pressure and meet deadlines

**Minimum Required Qualification and Experience**

- Certified Professional Secretary designation (CPA) or equivalent Diploma from a recognized institution;
- Secondary education -5 CXC's (including English Language and Mathematics).
- Two (2) years' experience working as a Senior Secretary or Administrative Assistant.

Applications accompanied by résumés should be submitted **no later than Wednesday, 27th September, 2023 to:**

> **Human Resource Manager**
> **Maritime Authority of Jamaica**
> **2nd Floor, The Office Centre Building**
> **12 Ocean Boulevard**
> **Kingston**

> **Email: hr@jamaicaships.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