



Office of the Services Commissions

(Central Government)
Ministry of Finance and the Public Service Building
30 National Heroes Circle, Kingston 4
Jamaica, West Indies
Tel: 876-922-8600
Fax: 876-924-9764
Email: communications@osc.gov.jm
Website: www.osc.gov.jm

CIRCULAR No. 451 **OSC Ref. C. 4664¹⁷**

25th October, 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 **vacant** post of **Financial Systems Support Analyst (GMG/SEG 2) - (2 posts)** in the **Treasury Systems Division, Accountant General's Department (AGD)**, salary range \$3,770,761 – \$5,071,254 per annum.

Job Purpose

Under the general direction of the Financial Systems Support Manager, the Senior Technical and Client Support Officer provides specialized technical financial system support and client support to all Ministries, Departments and Agencies.

The incumbent is required to respond to queries, resolve financial systems anomalies and provide training and guidance to Accounting Teams in MDAs in the use of financial systems and its procedures.

Key Responsibilities

Technical/Professional:

- Manages the MDAs and Public Bodies use of the Treasury's Financial Systems Platform;
- Manages and analyzes compliance issues and concerns;
- Develops and manages non-compliance mitigation Work Plan;
- Ensures that the GFMS is satisfying the accounting and reporting requirements of the GoJ. Work closely with other support teams (Accounting and Financial Policy Branch - MoFPS, GAR- AGD and ITU-AGD) to support the modernization endeavors under GOJ's PFM Reform Programme;
- Examines Financial Statements and Management Reports for accuracy and consistency;
- Collaborates with MDAs to ensure accounts are prepared according to the requisite accounting standard and guidelines issued by the MoFPS;
- Monitors and enforces the closure of financial periods and collaborates with MDAs to resolve accounting challenges for accounting periods not closed;
- Ensures the use of agreed methods, tools and reference material to drive efficiency and consistency within the Team;
- Provides day to day technical support to end users/clients as the first point of contact;
- Investigates, diagnoses, and resolves initial support requests and works with ICT teams/vendors on complex problems;
- Takes ownership of issues such as incidents, user requests, requests for changes, follows up and/or escalates the problems on behalf of the user, to ensure issues are resolved and communicates progress in a timely manner;
- Escalates complex system problems to the appropriate process owner when necessary;
- Provides problem status and resolution techniques employed;
- Develops, reviews and maintains support documentation to assist others in restoring services and reduces the impact of unplanned outages;
- Consults with users/clients to determine hardware, software, or system functionality issues;
- Assists in the implementation of new or upgraded software and hardware;
- Provides user access service and on-going support of related system solutions;
- Diagnoses and resolves user/client hardware and software issues;
- Assists administrators, application development personnel and vendor professionals, as needed to resolve problems;
- Assists in the development of service level agreements and takes steps to meet or exceed targets;
- Explains service procedures to users/clients;
- Follows up in a timely manner to ensure customer satisfaction;
- Tracks and analyzes performance metrics of financial systems;
- Identifies recurring and potential problems throughout MDAs;
- Liaises with other team members in devising and implementing strategies to minimise/prevent reoccurrence of issues;

- Recommends procedures and controls for service improvements, as well as ideas for improving queue time and first contact resolution;
- Conducts testing based on and related to user or system design specifications;
- Identifies training needs based on common problems;
- Designs and provides training on new or existing functionality or services, as well as to less experienced technical support staff and end users on usage of software and equipment;
- Creates and submits documented resolution to knowledge base;
- Communicates updates on issues in a timely manner to ensure customer satisfaction and productivity;
- Keeps abreast of global trends and developments in ICT and makes recommendations where GOJ may benefit from the implementation of applicable technologies.

Professional/Administrative:

- Develops Individual Work Plan based on alignment to the overall plan for the section and performance measures/standards;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares Monthly Reports on customer complaints, number of issues resolved, and other documents as required;
- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Ministry's goals;

Customer Service:

- Maintains Customer Service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Performs any other related duties that may be assigned from time to time.

Required knowledge, Skills and Competencies

Core:

- Excellent interpersonal and team management skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Good leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical:

- Sound knowledge of government accounting practices and applications
- Sound knowledge of Public Financial management
- Strong diagnostic skills and a working knowledge of current technologies and trends
- Sound knowledge of computer hardware components
- Sound knowledge of FAA Act, Instructions and related guidelines
- Good knowledge of Central Treasury Management System (CTMS) framework
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool

Minimum Required Qualification and Experience

- Bachelor's Degree in Accounting, Business Administration, Computer Science, ICT and Management Information Systems or a related discipline;
- Certificate in International Public Sector Accounting Standards (IPSAS) would be an asset;
- Two (2) years related experience in a Financial Management System environment.

Special Condition Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions;

- May be required to travel locally and overseas to attend conferences, seminars and meetings.

Applications accompanied by résumés should be submitted **no later than Tuesday, 7th November, 2023 to:**

Director
Human Resource Management and Development
Accountant General's Department
21 Dominica Drive
Kingston 5

Email: 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.



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