OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)
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Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Real Estate Authority of Jamaica (REAJ)/Real Estate Board:**

1. **Software Applications Co-ordinator (Level 7)**, salary range $3,770,761 – $5,071,254 per annum.

2. **End User Support Officer (Level 5)**, salary range $1,984,305 – $2,668,670 per annum.

1.   Software Applications Co-ordinator (Level 7)

Job Purpose

Reporting to the Director, Records and Information Management Services, the Software Applications Co-Ordinator oversees the provision of application software support to REAJ business units, to implement the business application software functionality required to support REAJ business processes. This incumbent has ultimate responsibility for the development, installation and maintenance of quality assured software applications that meet REAJ's needs and agreed specifications.

Key Responsibilities

Technical/Professional:
- Defines business functional and technical requirements;
- Establishes processes for integrity/currency of requirements;
- Identifies documents and analyses business process risk;
- Conducts feasibility studies/impact assessments in respect of implementing proposed business requirements;
- Assesses IT operational and business benefits of proposed solutions;
- Develops a requirements approval process and approves and signs off on solutions proposed;
- Translates business requirements into high-level design specifications;
- Prepares detailed design and technical software application requirements;
- Customizes and implements acquired automated functionality;
- Develops formalized methodologies and processes to manage the application delivery process;
- Creates a quality assurance (QA) plan for software projects and tracks and manages software application requirements;
- Develops a plan for the maintenance of software applications and a strategy to operationalize the solution;
- Develops a knowledge transfer methodology and end-user procedures;
- Develops technical support documentation for operations and support staff;
- Develops and delivers training; evaluates training results and enhances documentation as required;
- Develops and implements a process to consistently record, assess, and prioritize change requests;
- Assesses impact and priorities changes based on business needs and assures that any emergency and critical change follows the approved process;
- Authorizes changes and manages and disseminates relevant information regarding changes;
- Builds and reviews implementation plans;
- Defines and reviews a test strategy (entry and exit criteria) and an operational test plan methodology;
- Builds and maintains a business and technical requirements repository and test cases for accredited systems;

- Performs system conversion and integration tests on test environment;
- Deploys a test environment and conducts final acceptance tests;
- Recommends promotion to production based on agreed-upon accreditation criteria.

Management:
- Manages the ICT Application Delivery and Support group within the Records and Information Services Department, including contracted service providers;
- Provides administrative and technical leadership to ensure prompt and satisfactory project completion;
- Reviews major service requests and identifies impacts on current and planned resources;
- Establishes general schedules and priorities for system development projects and support services;
- Ensures the effective use of human and financial resources in meeting the Unit's plans, user needs and Corporate goals;
- Advises the Director, RIS in matters such as appropriate measures for avoiding potential cost overruns; divergent approaches to program design and problem resolution issues vis-à-vis user needs, 'best practices', and impact of additions or modification on operations and support services;
- Enforces policies and standards;
- Monitors key aspects/stages of work-in-progress and, takes action as necessary (e.g., assisting Project Managers to overcome obstacles likely to cause completion delays);
- Provides planning, consultation, and advisory services on systems development to REA Departments and stakeholders;
- Facilitates the Unit's responsiveness to client concerns and evolving needs by maintaining dialogue with user management;
- Contributes to the development of the Division's Annual Budget and Operational Plan;
- Represents the Department at various meetings and fora as required.

Human Resource:
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring, and coaching;
- Monitors the performance of direct reports and facilitates the timely and accurate preparation of the staff annual performance appraisals and other periodic reviews;
- Participates in the recruitment of staff for the Department and recommends promotion, termination and leave in accordance with established human resource policies and procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the branch to ensure adequate staff capacity;
- Facilitates the welfare and development of staff in the Branch;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Department's and the Authority's goals;
- Prepares and conducts presentations on the role of the Section for the Orientation Programme;
- Undertakes any other duties that may be assigned by the Director, Records and Information Services.

Required Knowledge, Skills, and Competencies

Core:
- Strong leadership and decision-making skills
- Understanding of complex information and requirements
- Excellent oral and written communication skills
- Ability to develop creative procedures necessary to deal with emergent situations
- Skilled in managing external relationships/partnerships
- Excellent organizing, research and analytical skills
- Strong interpersonal skills
- Ability to effectively express ideas and information, listen actively, receive feedback and respond in a timely and professional manner, in order to effectively assist in the realization of the REAJ's objectives
- Ability to work in a team
- Integrity
- Ability to work on own initiative

Technical:
- Working knowledge of UNIX/LINUX and Windows server operating environments
- Working knowledge of database management systems, including MSSQL, MySQL, MS Access and report writing tools
- Working knowledge of Java, HTML5 PHP, JS and other web programming technologies
- Working knowledge of REST APIs and other communication protocols for system integrations
- Excellent knowledge of ICT software vulnerabilities, risk issues and risk mitigation strategies
- Excellent analytical skills
- Ability to keep abreast of new technologies
- Ability to evaluate and assess computer systems and hardware/software proposals for technical merit, cost effectiveness and business application
- Ability to communicate with and understand the requirements of professional staff in their area of specialization
- Ability to direct and co-ordinate the development and integration of integrated computer systems involving network infrastructure and client/server business applications
- Ability to co-ordinate and synergise with the work of external software systems providers and obtain optimum value for the authority
- Knowledge of international standards and best practice in IT policy development and implementation
- Knowledge of data security systems and disaster recovery procedures
- Sound knowledge of networking technologies and software development principles

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science (or equivalent professional qualification) and Business Management certification;
- Five (5) years' work experience in which programming, project management skills and supervisory skills were demonstrated;
- Equivalent combination of qualifications and experience.

Special Conditions Associated with the Job

- May be required to work late and on weekends to meet deadlines and address emergencies;
- May be required to remotely monitor system functioning;
- Will be required to travel, when the need arises.

2. End User Support Officer (Level 5)

Job Purpose

Reporting to the Director, Records and Information Management Services, the End User Support Officer provides support to the organization for computers and other user devices such as tablets and peripherals such as printers, projectors and scanners, ensuring that they are well maintained, and problems are dealt with in a manner which causes minimum disruption for the users.

Key Responsibilities

Technical/Professional:
- Installs Computer Hardware by:
  - Reading hardware installation manuals and release notes;
  - Planning installation time;
  - Installing equipment using given procedures;
  - Testing correctness of installation;
  - Notifying supervisor and users of successful installation;
  - Notifying supervisor and users of any problems which may delay installation;
  - Documenting flaws or updates in installation or release notes.

- Installs Computer Applications by:
  - Reading software installation manuals and release notes;
  - Checking for adequacy of resources, disk, memory etc.;
  - Planning installation time;
  - Installing application using given procedures;
  - Testing correctness of installation;

- o Notifying supervisor and users of successful installation;
- o Notifying supervisor and users of any problems which may delay installation;
- o Documenting flaws or updates in installation or release notes.

- Provides technical support for users by:
  - o Troubleshooting technical user problems with computer applications, computers and peripherals;
  - o Implementing solutions to solve or prevent user problems;
  - o Documenting all temporary/permanent solutions;
  - o Maintaining technical support user knowledge base to facilitate user self-service.

- Maintains Personal Computers and Peripherals by:
  - o Cleaning and servicing personal computers as per maintenance schedule;
  - o Ensuring that all workstations are protected by UPS;
  - o Effecting repairs of PCs and peripherals through vendors when necessary and especially during warranty period;
  - o Ensuring availability of working spares;
  - o Maintaining inventory of all personal computers and peripherals throughout the REAJ;
  - o Maintaining log of devices on loan to users and ensuring they are returned in proper working condition;
  - o Installing software patches and maintaining up-to-date anti-virus software protection on all PCs and mobile devices;
  - o Invoking device lockdown procedures (where applicable) when reported as lost or stolen;
  - o Providing users with information on care of equipment.

- Provides communication cabling and connectivity support by:
  - o Installing cables for linking computers/workstations to the network;
  - o Ensuring that computers/workstations are properly connected to the network;
  - o Maintaining Database of relevant network addresses along with workstation inventory;
  - o Ensuring CUGs are functional for calling and Internet (where applicable) and that users are conforming to established usage protocols.

- Performs job enrichment tasks as assigned from time to time by:
  - o Serving on project teams and task forces when required;
  - o Keeping abreast of new technology in the field;
  - o Carrying out technical and procedural presentations;
  - o Undertaking any other duties that may be assigned by the Director, Records and Information Management Services.

Required Knowledge, Skills, and Competencies

Core:
- Strong leadership and decision-making skills
- Understanding of complex information and requirements
- Excellent written and oral communication skills
- Ability to develop creative procedures necessary to deal with emergent situations
- Skilled in managing external relationships/partnerships
- Excellent research and analytical skills
- Strong interpersonal skills
- Ability to effectively express ideas and information, listen actively, receive feedback and respond in a timely and professional manner in order to effectively assist in the realization of the REA's objectives
- Ability to work in a team
- Excellent organizing skills
- Integrity
- Ability to work on own initiative

Technical:
- Good trouble shooting and diagnostic skills
- Ability to work with a team on projects
- Working knowledge of the hardware, software, application and integration of:
  - o Communication equipment inclusive of switches, hubs and cabling plants
  - o TCP and IP protocols and networking systems
  - o Ethernet-shared media LANs
  - o Mobile devices
- Working knowledge of REAJ ICT operating environments

- Effective oral and written and communication skills, especially in regard to interaction with non-technical users.

Minimum Required Qualification and Experience

- Diploma in Information Technology or equivalent technical qualification from a recognized institution. E.g., COMPTIA (A+ Certification);
- Two (2) years' work experience supporting networked workstations and PC applications;

OR

- Equivalent combination of qualifications and experience.

Special Conditions Associated with the Job

- Lifting and transporting of moderately heavy objects, such as computers and peripherals;
- Occasional pressure to meet deadlines to resolve issues;
- May be required to work late or on weekends to meet deadlines and address emergencies.

Applications, accompanied by résumés, addressed to the Chief Executive Officer, should be made **online**, no later than **Friday, 20th October, 2023**, *via*:

https://rebcsc.bamboohr.com/jobs

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