



## Office of the Services Commissions

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### **CIRCULAR No. 531** **OSC Ref. C.6528<sup>11</sup>**

**21<sup>st</sup> December, 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 **Vendor Management Specialist (Level 8)** in the **eGov Jamaica Limited**, salary range \$5,597,715 – \$7,528,304 per annum.

### **Job Purpose**

The Vendor Management Specialist's responsibility is to act as a point of contact between all the solution partners for hardware, software and other services for the company. The incumbent will be required to assist the Manager in managing and co-ordinating the relationships with the company and suppliers, as well as the variety of services provided by vendors.

### **Key Responsibilities**

#### ***Management/Administrative***

- Ensures the delivery of goods and services in conformity with supplier's/vendor's contractual obligations;
- Interfaces with the end users and suppliers act as a single point of contact between end users and suppliers;
- Works with technology provider companies and entities in order to incorporate IT tools and services;
- Ensures the procurement process is conducted in conformity with existing best practices;
- Ensures the collection of vendor product information, knowledge and vendor service to assist the procurement process.

#### ***Technical and Professional***

- Handles the tasks to maintain relationships with existing suppliers as well as source alternative suppliers, locally and globally;
- Reviews invoices for approval and ensures contract compliance terms;
- Works with Procurement Operations staff to ensure complete sourcing and procurement solution that delivers optimal outcomes;
- Performs the tasks to create contracts, manage and monitor compliance, and reduce exposure to various risk factors;
- Handles responsibilities of managing contract expirations and renewals, total cost analytics and maintenance of service levels from suppliers;
- Improves opportunities in areas of procurement through best practice procurement process;
- Liaises with vendors of various information technology systems in determining technologies and their suitability;
- Facilitates meetings between various solution partners;
- Facilitates the resolution of escalated vendor-related issues;
- Keeps the management team apprised of projects and initiatives involving vendors;
- Directs the work of external parties in conformance with the company's guidelines and methodologies;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Maintains Information Technology vendor information and contact list;
- Directs the work of external parties in conformance with eGov guidelines and methodologies;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Works with departments in developing and maintaining system requirements that determine the ultimate deliverables by understanding user requirements;
- Researches technologies best suited to provide the total integrated solution to meet the customer's business need;

- Assists in the technical evaluation of tenders/bids from vendors/contractors for the supply and/or installation of products and/or services for the clients of eGovJa.

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

- Ensures high performance and productivity levels are maintained at all times and objectives and targets are achieved;
- Builds and maintains strong relationships with all internal departments;
- Works as part of a team to achieve the group and departmental standards;
- Works together with other departments and divisions within the organization to identify any process improvements and improve standards, efficiency and profitability;
- Ensures a good level of understanding and knowledge of organizations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department;
- Takes responsibility for own personal development in line with agreed annual performance objectives;
- Performs any other related job enrichment duties that may be assigned from time to time.

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

#### ***Core***

- Excellent oral and written communication skills;
- Good analytical and problem-solving abilities;
- Strong project management skills;
- High level of motivation and commitment;
- Ability to prioritize and execute tasks in a high-pressure environment;
- Must be calm and rational with the ability to provide guidance and direction;
- Strong customer service skills;
- Good interpersonal skills;
- Knowledge of GOJ Procurement policies;
- Contract and supplier relationship management.

#### ***Technical***

- Knowledge of GOJ Procurement Policies
- Knowledge of the principles that govern sourcing supplies and negotiating practices
- Project Management Skills
- Problem solving and decision making skills
- Knowledge of procurement policies and procedures of International Development Partners
- Managing Partners
- Managing external relationships
- Contract Management
- Supplier Management

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

- Bachelor's Degree in Computer Science or equivalent from a recognized tertiary institution.
- Post-graduate Degree in a related discipline.
- Three (3) years technical management experience with software licensing, hardware procurement and agreements in a purchasing or procurement capacity.
- Solid working knowledge of current IT technologies, across a wide variety of areas.

Applications accompanied by résumés should be submitted **no later than Friday, 5<sup>th</sup> January, 2024 to:**

Director,  
Human Resource Management and Administration  
eGov Jamaica Limited  
235b Old Hope Road  
P.O. Box 407  
Kingston 6

Email: [recruitment@egovja.com](mailto: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.**



Desreen Smith (Mrs.)  
for Chief Personnel Officer (acting)