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CIRCULAR No. 104   **21st February, 2024**
OSC Ref. C.6528[12]

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 **eGov Jamaica Limited:**

1. **Database Administrator 2 (Level 7)**, salary 4.59 million per annum.

2. **Systems Administrator 2 (Level 7)**, salary $4.59 million per annum.

1. **Database Administrator 2**

Job Purpose

The Database Administrator (DBA) is responsible for administering Database Management Systems (DBMS) for Mission Critical applications. The incumbent must also implement measures to ensure data integrity, security, availability and optimal performance of application Databases.

Key Responsibilities

Management/Administrative:
- Provides guidance and mentorship to the Database Administrators 1, to ensure deliverables and activities are done in accordance with the Company's standards and guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the BI Unit;
- Collaborates with the Manager – Database Administration in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the Database Administration Unit.

Technical/Professional:
- Provides guidance to Level I and Level II Administrators to ensure deliverables and activities are done in accordance with the Company's standards and guidelines;
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Technical Services Department;
- Collaborates with the relevant manager in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the System Administration and Technical Development & Standards Units;
- Assists in the implementation of the Logical Database from specifications;
- Assists in achieving and maintaining a satisfactory level of security;
- Assists in the implementation of Database search strategies;
- Assists in the implementation of Database recovery procedures;
- Participates in research on database technology trends;
- Assists Research and Development efforts in data collection as well as analysis of emerging database technologies;
- Develops testing methodology to establish applicability of new technology;
- Performs other related job enrichment duties, as assigned.

Teamwork
- Builds and maintain 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 Organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge
- To ensure a good level of understanding and knowledge of Database Administration principles and best practices, ensuring that customers' information needs can be timely, accurately and appropriately addressed by the Department;
- To take responsibility for own personal development in line with agreed annual performance objectives;
- To be willing to listen to and support colleagues and Team Members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the Team's performance.

Required Knowledge, Skills and Competencies

Core:
- Good oral and written communication skills.
- Good interpersonal skills
- Planning and organizing Skills
- Goal and result oriented
- Good analytical, conceptual and problem solving abilities.
- Good customer service and communication skills.
- Teamwork and cooperation
- Ability to work under pressure, in a target driven environment.
- Able to work collaboratively with others to provide a high quality service

Technical:
- Experience with installation, configuration, backup, restoration of enterprise DBMS.
- Experience in Linux and Windows Server Administration.
- Good SQL programming skills (development of stored procedures and complex SQL statements).
- Strong awareness of data privacy and confidentiality principles and practices.
- Knowledge of Networking & IT Security Administration.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or equivalent from a recognized Tertiary Institution
- Minimum of two (2) years' experience in supporting MSSQL Server (experience with other enterprise DBMS such as Informix or PostgreSQL would be an asset).

2. Systems Administrator 2

Job Purpose

Under the supervision of the Manager, Systems Management & Services, the role of the System Administrator 2, is to develop and enhance Computer Operating and Middleware Systems; ensure the integration of operating systems, middleware and applications; utilize OS and Middleware technologies that may enhance the overall IT solution. Also, assist in providing the users of the Company's computing processes with an environment that is secure, reliable and efficient and ensure that the relevant standards and best practices are adhered to in all system design, configuration and implementation.

Key Responsibilities

Management/Administrative:
- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Technical Services Department;
- Provides guidance to Level I Administrators to ensure deliverables and activities are done in accordance with the Company's standards and guidelines;
- Collaborates with the relevant Managers and the Senior System Administrators in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the System Administration Unit;

- Monitors and manages the implementation activities of the vendor;
- Directs the work of external parties in conformance with the Company's guidelines and methodologies;
- Monitors and document relevant environment statistics using available tools;
- Tracks and analyses resource utilization for capacity planning;
- Ensures that security levels are adhered to based on security policy and guidelines;
- Ensures system performance to the levels of services requested by our clients;
- Ensures OS and Middleware availability for application systems.

Technical / Professional
- Designs, develops and implements safe, effective and reliable OS and middleware solutions to the levels of service requested by our clients;
- Identifies and implements industry standards, best practices and emerging technologies to manage and monitor access to and use of the computing environment;
- Advises the relevant Manager and the Senior System Administrator on the technical specification, security and access protocols of devices and sub-systems to be included in the computing environment;
- Liaises with vendors of various Information Technology Systems in determining technologies and their suitability;
- Liaises with contractors for the proper installation and servicing of OS and Middleware Systems;
- Develops prototypes of solutions for assessment;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Collaborates with Departments in developing and maintaining system requirements that determine the ultimate deliverables;
- Analyzes user requirements;.
- Researches technologies best suited to provide the total integrated solution to meet the customer's business need.
- Tests OS and Middleware Systems to ensure that a quality solution is accepted.
- Makes relevant recommendations & configuration changes for system improvement.
- 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 the company or the Company itself.
- Analyzes the overall system specifications and how they may impact on given computing environment infrastructures.
- Implements and tests backup and recovery procedures for the various technologies under management.
- Performs any other related job enrichment duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:
- Good oral and written communication skills
- Good interpersonal skills, maturity and good judgement.
- Good teamwork and presentation skills.
- Good planning & organizing Skills
- Logical/Analytical reasoning abilities.
- Troubleshooting and problem solving skills.

Technical:
- Understanding of the administration of three-tier system architecture
- Exposure to network and systems management
- Exposure to OS and Middleware design, configuration and maintenance
- Server Administration
- Service Administration
- Knowledge of Procurement
- Capacity Planning
- Knowledge Transfer
- Innovation

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Information Systems or the equivalent from a recognized tertiary institution.
- A minimum of three (3) years relevant work experience.
- A minimum of two (2) years experience administering Microsoft Windows Server 2008 or later and/or Linux Servers.
- Certification in the following would be an asset:
  - MCSA / MCSE (Server 2008 or later)
  - RHCSA or Linux+
  - VCP (VMWare Datacenter Virtualization and/or Cloud Management and Automation).
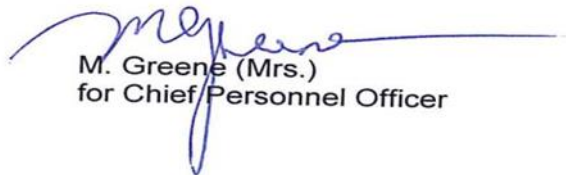
Applications accompanied by résumés should be submitted **no later than Tuesday, 5th March 2024 to:**

> **Director,**
> **Human Resource Management and Administration**
> **eGov Jamaica Limited**
> **P.O Box 407**
> **Kingston 6**

> **Email: 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.

M. Greene (Mrs.)
for Chief Personnel Officer