

OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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8th February, 2024

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to/fill the following posts in the **Attorney General's Chambers (AGC)**:

1. **Senior Assistant Attorney-General (JLG/LO 5) (Not Vacant) - Constitutional Legislative Affairs Division**, salary range \$8,309,840 - \$11,175,811 per annum.
2. **Assistant Attorney-General (JLG/LO 4) - 2 posts (1 Vacant and 1 Not Vacant) - Commercial Affairs Division**, salary range \$6,820,273 - \$9,172,509 per annum.
3. **Assistant Attorney-General (JLG/LO 4) (Vacant) - International Affairs Division**, salary range \$6,820,273 - \$9,172,509 per annum.
4. **Crown Counsel (JLG/LO 3) (Not Vacant) - Constitutional and Legislative Affairs Division**, Salary range \$5,597,715 - \$7,528,305 per annum.
5. **Crown Counsel (JLG/LO 3) (Vacant) - Commercial Affairs Division**, Salary range \$5,597,715 - \$7,528,305 per annum.
6. **System Administrator (MIS/IT 6) (Vacant) - Corporate Services Division**, Salary range \$4,594,306 - \$6,178,830 per annum.
7. **Information Technology Specialist (MIS/IT 4) (Vacant) - Corporate Services Division**, salary range \$3,094,839 - \$4,162,214 per annum.

1. Senior Assistant Attorney-General (JLG/LO 5)

Job Purpose

Under the general direction and leadership of the Deputy Solicitor-General (Constitutional and Legislative Affairs Division), the Senior Assistant Attorney-General is responsible for:

- ✓ providing advice and guidance on a wide range of legal matters relating to Constitutional and Administrative Law to MDAs;
- ✓ managing the process for reviewing and providing advice on Legislative Cabinet Submissions and Draft Legislation submitted by MDAs;
- ✓ oversight of the work of Legal Service Units assigned to the Division.

Key Responsibilities

Technical/Professional:

- Conducts research, prepares and renders legal opinions to MDAs on a wide range of Constitutional Law matters;
- Advises Ministries, Departments and Agencies on a range of legal issues;
- Reviews and comments on Cabinet Submissions, Bills and draft Regulations;
- Attends Committee Meetings of Cabinet and Parliament in relation to Bills, Cabinet Submissions and draft Regulations and a range of other legal matters;
- Advises Members of Parliament and Cabinet (including Sub-Committees of Parliament and Cabinet) on a range of legal matters;
- Represents the Chambers on Working Groups to consider the enactment of legislation and the formulation of policy;
- Advises the Ministry of Local Government in respect of appeals under the Town and Country Planning Act, the Beach Control Act, the Local Improvements Act and the Natural Resources and Conservation Authority Act;
- Advises on legal matters in relation to the Access to Information Act;
- Represents the Government on Appeals before the Access to Information Appeals Tribunal;
- Prepares and vets Legal Opinions;
- Instructs the Litigation Division in the preparation of constitutional matters for Court;

- Reviews escalated legal matters from direct reports and provide remedies/solutions where applicable;
- Responds to queries or provide information as necessary or required;
- Remains current on GOJ policies/initiatives in an effort to add value and inform decision making;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in AGC initiatives.

Management/Administrative:

- Oversees the work and resources of the Division and a portfolio of assigned LSUs by:
 - ✓ Developing and managing Division's Operational, Human and financial resource plans and activities;
 - ✓ Planning strategic to determine nature and scope of legal services required and subsequent development of appropriate delivery processes;
 - ✓ Establishing and managing a network of senior level relationships with client Ministries to work collaboratively to meet client needs and achieve AGC objectives;
 - ✓ Providing legal advice and guidance of all legal work including guidance on all high level legal issues and opinions prepared for senior officials;
 - ✓ Monitoring and evaluating performance, resolving performance issues and supporting career development of direct reports;
- Contributes to the development of the Division's Strategic and Operational Plan and Budget;
- Develops Individual Work Plans based on alignment to the Division's Plan;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and other documents as required;
- Prepares and delivers legal presentations as needed.

Human Resources:

- Participates in the evaluation and monitoring of staff performance and implements appropriate strategies;
- Participates in the co-ordination of Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Division;
- Identifies skills/competencies gaps and contributes to the development and Succession Planning for the Division to ensure adequate staff capacity;
- Participates in preparation and implementation of presentations on role of Division/Unit for the Orientation/On Boarding Programme;
- Contributes and maintains in a harmonious working environment.

Required Knowledge, Skills and Competencies

Core:

- Excellent interpersonal and team management skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Strong 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:

- Excellent legal research and analytical skills
- In-depth and extensive knowledge of the Laws of Jamaica and the broad field of law or practice relating to Constitutional Law and Administrative law
- Highly developed knowledge of the mandate, objectives, strategies, policies, and environment of the AGC and assigned LSUs
- Excellent knowledge of the English Legal System and the legal framework of Government
- Ability to analyse and interpret changes in the economic, political and social environment and the legal implications to the operations of the GOJ
- Excellent written and verbal communication, including presentation skills and the ability to communicate legal information in a manner which can be understood by decision makers and users
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations
- Problem solving and negotiation/facilitation skills and experience

- An excellent understanding of the machinery of Government, including particularly the Jamaican context and the current challenges facing the GOJ
- Good strategic and analytical skills to enable them to advise on complex issues
- Good organisational and personal leadership: the ability to orchestrate strategic outcomes; the ability to lead collaboratively and manage significant change in large and complex organisations;
- Ability to create commitment to a strong and consistent customer service philosophy
- Energy and resilience; the personal capacity to see the bigger picture and be able to navigate obstacles, ambiguity and change
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project and associated legal software

Minimum Required Qualification and Experience

- Bachelor of Laws (LLB) Degree;
- Legal Education Certificate;
- Eight (8) years' experience at the Bar.

2. Assistant Attorney-General (JLG/LO 4) - 2 posts

Job Purpose

Under the general direction and leadership of the Deputy Solicitor-General (Commercial Affairs Division), the Assistant Attorney-General is responsible for:

- ✓ Providing advice and guidance on a wide range of legal matters relating to Commercial Law and International Financial Law to MDAs;
- ✓ Providing advice on legal matters relating to the drafting and enactment of Government Legislation to manage and regulate commercial transactions.

Key Responsibilities

Technical:

- Issues opinions and advises Ministries, Departments, Agencies and Government Companies on commercial matters;
- Represents the Government in negotiating commercial transactions;
- Advises on the sale/divestment and acquisition of Government assets;
- Reviews commercial agreements and other commercial documents;
- Negotiates settlements;
- Reviews loan agreements;
- Represents the Government at meetings on Boards and other Bodies.

Management/Administrative:

- Develops Individual Work Plans based on alignment to the Division's Plan;
- Contributes to teambuilding exercises for the Division;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and other documents as required;
- Prepares and delivers legal presentations as needed.

Human Resources:

- Participates in the evaluation and monitoring of staff performance;
- Participates in the co-ordination of Work Plans;
- Participates in the recruitment and training of staff of the Unit;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity;
- Participates in preparation and implementation of presentations on role of Division/Unit for the Orientation/On boarding Programme;
- Contributes and maintains a harmonious working environment.

Required Knowledge, Skills and Competencies

Core:

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills

- Strong customer relations skills
- Excellent planning, organizing and time management skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical:

- Excellent legal research and analytical skills
- In-depth and extensive knowledge of the Laws of Jamaica and the broad field of Law or practice relating to Commercial Affairs
- Highly developed knowledge of the mandate, objectives, strategies, policies, and environment of the AGC-HQ and Ministry
- Excellent knowledge of the English Legal System and the legal framework of Government
- Excellent written and verbal communication including presentation skills and the ability to communicate legal information in a manner which can be understood by decision makers and users
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations
- Problem solving and negotiation/facilitation skills and experience
- An excellent understanding of the machinery of Government, including particularly the Jamaican context and the current challenges facing the GOJ
- Good strategic and analytical skills to enable them to advise on complex issues
- Good organisational and personal leadership: the ability to orchestrate strategic outcomes; the ability to lead collaboratively and manage significant change in large and complex organisations; the ability to manage and engage high performing top teams that deliver within a budget, in a complex environment
- Ability to create commitment to a strong and consistent customer service philosophy
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project and associated legal software.

Minimum Required Qualification and Experience

- Bachelor of Laws (LLB) Degree;
- Legal Education Certificate;
- Five (5) years' experience at the Bar.

3. Assistant Attorney-General (JLG/LO 4)

Job Purpose

Under the general direction and management of the Deputy Solicitor-General, International Affairs Division, the Assistant Attorney-General provides advice and guidance on a range of legal matters relating to broad field of Public International Law to support the work of Ministries, Departments and Agencies (MDAs).

Key Responsibilities

Technical/Professional:

- Conducts research, prepares and renders legal opinions to MDAs on a wide range of International Law issues;
- Interprets Statutes, Treaties, Protocols, and provides comments on draft Bills or draft Policy Papers submitted by MDAs;
- Provides legal advice on all areas of International Law including trade (WTO, CSM, FTAs), Environment, Human Rights, Air Policy and Law, Law of the Sea (Maritime Delimitation, International Seabed Authority), International Security issues (Extradition, Mutual Legal Assistance, Drug/Arms and Human Trafficking, Terrorism, Corruption) Intellectual Property Law, and the Law of International Organizations;
- Oversees the review, negotiation, drafting and implementation of Bilateral, Regional and International Agreements;
- Liaises with Ministries, Departments, Agencies, Regional and International Organizations in relation to various International Law matters;
- Vets and comments on Cabinet Submissions, Bills and draft Legislation relating to International Law matters;
- Represents the Government on local Committees, working groups and task forces and at overseas meetings of Regional and International Organizations;

- Serves as Instructing Counsel when so required by the Litigation Division in matters for which the support of the International Affairs Division is required;
- Responds to queries or provide information as necessary or required;
- Remains current on GOJ policies/initiatives in an effort to add value and inform decision making;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in AGC initiatives.

Required Knowledge, Skills and Competencies

Core:

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

Technical:

- Excellent legal research and analytical skills
- In-depth and extensive knowledge of the Laws of Jamaica and the broad field of Law or practice relating to Public International Law and legislative Affairs
- Highly developed knowledge of the mandate, objectives, strategies, policies, and environment of the AGC and assigned LSUs
- Excellent knowledge of the English Legal System and the legal framework of Government
- Ability to analyse and interpret changes in the economic, political and social environment and the legal implications to the operations of the GOJ
- Excellent written and verbal communication including presentation skills and the ability to communicate legal information in a manner which can be understood by decision makers and users
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations
- Problem solving and negotiation/facilitation skills and experience
- An excellent understanding of the machinery of Government, including particularly the Jamaican context and the current challenges facing the GOJ
- Good strategic and analytical skills to enable them to advise on complex issues
- Good organisational and personal leadership: the ability to orchestrate strategic outcomes; the ability to lead collaboratively and manage significant change in large and complex organisations
- Ability to create commitment to a strong and consistent customer service philosophy
- Energy and resilience; the personal capacity to see the bigger picture and be able to navigate obstacles, ambiguity and change
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project and associated legal software.

Minimum Required Qualification and Experience

- Bachelor of Laws (LLB) Degree;
- Legal Education Certificate;
- Five (5) years' experience at the Bar.

4. Crown Counsel (JLG/LO 3)

Job Purpose

Under the general direction of the Deputy Solicitor-General, the incumbent is responsible for providing advice to Ministries, Departments and Agencies (MDAs) on a wide range of legal matters relating to the drafting and enactment of legislation.

Key Responsibilities

- Advises Ministries, Departments and Agencies on a wide range of legal issues relating to legislative matters;
- Conducts legal research to provide legal guidance and support to MDAs, Technical Working Groups and Parliamentary Committees;
- Prepares written opinions on a range of legal matters impacting MDAs;
- Reviews and comments on Cabinet Submissions, Bills and draft Regulations;
- Attends Committee Meetings of Cabinet considering Legislative Submissions;
- Attends sittings of Parliament and Parliamentary Committees considering Bills, draft Regulations and other legal matters;
- Provides advice to members of Parliament on draft Legislation;
- Represents the Chambers on Working Groups considering the enactment of Legislation and reviewing the related policy;
- Represents the Government on Appeals before the Access to Information Appeals Tribunal;
- Advises the responsible Minister and the Appeal Tribunal in respect of planning, development and environmental appeals under the Town and Country Planning Act, the Beach Control Act, the Local Improvements Act and the Natural Resources Conservation Act.

Required Knowledge, Skills and Competencies

- Sound knowledge of the Constitution and Laws of Jamaica
- Excellent problem solving and time management skills
- Excellent oral and written communication skills
- Sound research and analytical skills
- Ability to analyse and interpret legal documents
- Excellent knowledge of laws governing Access to Information
- Excellent presentation skills
- Excellent interpersonal skills
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor of Laws (LLB) Degree;
- Legal Education Certificate;
- Minimum three (3) years relevant working experience.

5. Crown Counsel (JLG/LO 3)

Job Purpose

Under the general direction and management of the Deputy Solicitor-General (DSG), the Crown Counsel provides advice and guidance on a range of Commercial Law matters to Ministries, Departments, Agencies and Government Companies, including:

- ✓ Providing advice and guidance on a wide range of legal matters relating to International Financial Law;
- ✓ Providing advice on legal matters relating to the drafting and enactment of Legislation relating to commercial matters;
- ✓ Representing the Government in Court on commercial matters.

Key Responsibilities

Technical/Professional:

- Issues opinions and advises Ministries, Departments, Agencies and Government Companies on commercial matters;
- Represents the Government in negotiating commercial transactions;
- Advises on the sale/divestment and acquisition of government assets;
- Reviews commercial agreements and other commercial documents;
- Negotiates settlements;
- Reviews loan agreements;
- Represents the Government at meetings on Boards and other Bodies;
- Conducts a range of legal research to provide legal guidance;
- Prepares legal opinions relating to Commercial Law.

Management/Administrative:

- Develops Individual Work Plans based on alignment to the Division's Plan;
- Contributes to teambuilding exercises for the Division;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and project documents as required;
- Prepares and delivers legal presentations as needed.

Human Resources:

- Participates in preparation and implementation of presentations on role of Division/Unit for the Orientation/On-boarding Programme;
- Contributes and maintains a harmonious working environment.
- Performs all other related duties and functions as may be required from time to time by the Deputy Solicitor-General and respective senior executives in the AGC.

Required Knowledge, Skills and Competencies

Core:

- Good interpersonal and teamwork skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Sound planning, organizing and time management skill
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical:

- Good legal research and analytical skills
- Sound knowledge of the Laws of Jamaica and the broad field of Law or practice relating to Commercial matters;
- Sound knowledge of the mandate, objectives, strategies, policies, and environment of the AGC-HQ and assigned LSUs;
- Sound knowledge of the English Legal System and the legal framework of Government;
- Excellent written and verbal communication including presentation skills and the ability to communicate legal information in a manner which can be understood by decision makers and users;
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations;
- Problem solving and negotiation/facilitation skills and experience;
- A good understanding of the machinery of Government, including particularly the Jamaican context and the current challenges facing the GOJ;
- Sound IT skills in relation to Word, PowerPoint, Excel and MS Project and associated legal software.

Minimum Required Qualification and Experience

- Bachelor of Laws Degree (LLB);
- Legal Education Certificate;
- Three (3) years' experience at the Bar.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software and where possible, allow for a flexible work schedule that may include working from home. 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 internationally to attend conferences, seminars and meetings.

6. System Administrator (MIS/IT 6)

Job Purpose

Under the general direction of the Director, Information Technology and Knowledge Management, the Systems Administrator is responsible for managing, monitoring and maintaining the Organization's ICT Network; designing, implementing and maintaining features and functionalities of ICT solutions, websites and digital platforms and ensuring high-performance and availability. The Systems Administrator also manages all technical aspects of website development and partners with the Communications Unit in content management.

Key Responsibility

- Develops and maintains knowledge of the Chambers' ICT applications portfolio, development tools and procedures;
- Participates in the development and review of business and system requirements to obtain a thorough understanding of business needs to deliver accurate solutions;
- Develops high quality software code in accordance with established ICT standards and development guidelines;
- Produces technical documentation that accurately and thoroughly depicts the software design and code base;
- Confers with end users and various divisional representatives in resolving questions of programme/system intent, output requirements, input data acquisition, and inclusion of internal checks and controls;
- Performs programme maintenance, modifications, and enhancements to new/existing systems through programming, testing, documenting, and training users;
- Performs adequate Unit testing and evaluation of application development work, ensuring requirements are addressed, basic functionality works, and errors are handled properly;
- Troubleshoots application production issues that resolve the concerns expeditiously;
- Reviews and analyzes the effectiveness and efficiency of existing systems and develops strategies for improving or further leveraging these systems;
- Provides updates on work in progress, work completed, work planned, and issues potentially impacting the on-time completion or quality level of work;
- Works with stakeholders to gather and analyze project specifications and flow charts;
- Partners with the Communications Unit in content management for websites and related media platforms;
- Establishes and maintains effective working relationships with external service providers, customers and other Units/Divisions;
- Assists with the training of staff in the use of computer hardware and software solutions;
- Keeps abreast of trends and developments in ICT and initiates/recommends their use where necessary, to improve the work of the Department/Division.
- Remains current on ICT policies/programmes and related GOJ policies/initiatives to ensure compliance;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in ICT and Software Development initiatives;
- Designs and deploys the Organisation's LANs, WANs, and Wireless Networks, including Servers, Routers, Switches, UPSs, and other Hardware;
- Designs, implements, and supports firewalls, site-to-site VPNs, and remote-access VPNs;
- Performs network monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis, as necessary;
- Reduces operational risk and improve the availability of the network by ensuring network access, monitoring, control, evaluation and documentation practices are maintained and adhered to;
- Develops and documents operating and security standards and procedures and user instructions for the Database System;
- Performs Database System updates and upgrades and the implementation of new functionality, including portal services, web delivery of information and third-party tools for reporting;

- Designs and creates various queries and reports, from the Database System, to meet specified needs;
- Transfers data from Databases to other software programmes, or vice versa, for further manipulation, as required;
- Conducts ongoing reviews of datasets in other electronic formats to determine the feasibility of integrating them into the database system;
- Evaluate the Database System at intervals and recommend improvements, where needed;
- Monitors and controls day-to-day usage of the Database System by:
 - ✓ Setting and approving user access and permission levels;
 - ✓ Ensuring conformance to established policies and procedures;
- Collects and analyses operational data to identify emerging trends and log problem records to assist with problem resolution and increased network availability;
- Monitors and reports on the performance of network, system and application security solutions to highlight areas of non-compliance and inform the development of improved practices and processes;
- Manages the allocation of access privileges of users to ensure appropriate security settings are applied in accordance with organization policies and application owner-defined parameters;
- Manages security breach investigations to guide the refinement of information security policies and practices;
- Conducts research on network and security products, services, protocols, and standards to remain abreast of developments in the Networking Industry;
- Identifies and plans for network and security process improvement initiatives in keeping with the mandate of the Organization.

Required Knowledge, Skills, and Competencies

Core:

- Excellent interpersonal and teamwork skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills

Technical:

- Good Knowledge of network capacity planning, network security principles, and general network management best practices
- Good knowledge of Information Technology fundamentals and programming languages
- Sound knowledge of LAN, WAN, and WLAN design and implementation
- Good knowledge of core routing and switching design principles, best practices, and related technologies
- Working knowledge in implementing and managing Voice Over IP (VoIP) Systems
- Working technical knowledge of current network protocols, and Internet standards, including Routers, Switches, Firewalls, Remote Access, DNS, VLAN, DSL, and Ethernet
- Sound knowledge of relational database design, optimization, and troubleshooting
- Sound knowledge of Microsoft SQL Server/Access Database Software/SharePoint Software.
- 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 another project tool;
- Ability to gain detailed knowledge of in-house programming languages, programme design and development procedures;
- Working knowledge of commonly used concepts, practices, and procedures as it relates to software development;
- Knowledge of database design and file management techniques;
- Knowledge of SharePoint Software development and management.

Minimum Required Education and Experience

- Bachelor's Degree in Software Design, Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Specialized training in Applications/Software Development;
- Three to four (3-4) years related experience.

7. Information Technology Specialist (MIS/IT 4)

Job Purpose

Under the general direction of the Director, Information Technology and Knowledge Management, the IT Specialist provides technical support and advice to users/clients across multiple platforms and technologies in the Attorney General's Chambers (AGC). Additionally, the officer will administer of the Organization's information and data security policies and practices to ensure authorized users can readily access information and that the information is protected in terms of confidentiality, integrity and availability.

Key Responsibility

- Maintains and performs operational procedures and ensures operational tasks are performed reliably and consistently to reduce the risk of unplanned outages;
- Plans and implements backup storage and protection for the Organisation's ICT landscape;
- Maintains initiatives to manage the accuracy and integrity of database information by:
 - ✓ Conducting regular audits to verify data quality and data completeness;
 - ✓ Investigating and resolving inconsistencies found in data and reports;
 - ✓ Ensuring regular cleanup of duplicate records, and inconsistent and unwanted data from the Databases;
 - ✓ Conducting regular back-ups of the Database System;
- Manages day-to-day technical support to end users/clients;
- Investigates, diagnoses, resolves and recovers support requests;
- Follows up on the status of user problems on behalf of the user and communicates progress in a timely manner;
- Manages the periodic maintenance of security systems and applications to ensure new threats are identified and managed and the security of the Organization's assets are maintained;
- Implements and maintains processes for safeguarding the physical security of computer and network facilities;
- Documents problem status and resolution in tracking log/system;
- Develops, reviews and maintains support documentation to restore services and reduce the impact of unplanned outages;
- Consults with users/clients to determine hardware, software or system functionality issues;
- Assists in the deployment of new or upgraded software and hardware;
- Performs configuration changes, updates and upgrades, as directed;
- Performs repairs to hardware, software, and peripheral equipment, following design or installation specifications;
- Provides user access service and on-going support of related ICT solutions;
- Provides technical support to meetings/events that include video and telephone conferencing;
- Monitors and communicates system status to internal management;
- Diagnoses and resolves user/client workstation and mobile device hardware and software issues;
- Initiates and completes outcome investigations for problems;
- Explains service procedures to users/clients;
- Follows up in a timely manner to ensure customer satisfaction;
- Identifies recurring and potential problems and notifies team members;
- 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 user/client training needs based on common problems;
- Creates and submits documented resolution to knowledge base;
- Alerts related ICT Team members about recurring problems;
- Communicates updates on issues in a timely manner to ensure customer satisfaction and productivity.

Required Knowledge, Skills and Competencies

Core:

- Excellent interpersonal and teamwork skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Strong customer relations skills
- Excellent planning and organizing skills

- Excellent judgment and decision-making skills
- Proficiency in the use of relevant computer applications

Technical:

- Sound knowledge of Information Technology Infrastructure Library
- Excellent hardware troubleshooting experience
- Good Knowledge of testing tools and procedures for voice and data circuits.
- Sound knowledge in defining organisational information security requirements
- Ability to identify and analyse information security risks
- Sound knowledge of user access control system to prevent unauthorised access, modification, manipulation etc.
- Sound knowledge of Windows operating systems (Office 360)
- Strong diagnostic skills and a working knowledge of current technologies
- Sound knowledge of Microsoft Security essentials
- Sound knowledge of computer hardware components
- Sound knowledge of common PC applications (particularly Microsoft Productivity Suite) particularly issues related to scalability and management with an enterprise-wide focus
- Good knowledge of standards and procedures in the installation, repair and maintenance of hardware
- Sound knowledge of current ICT trends
- 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 Education and Experience

- Bachelor's Degree in Computer Science, ICT and Management Information Systems or a related discipline;
- Two (2) years related experience in an ICT Client Support/Service Desk environment.

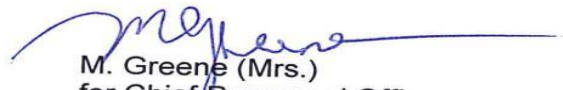
Applications accompanied by résumés should be submitted **no later than Thursday, 22nd February, 2024 to:**

**Director, Human Resource Management and Development
Attorney General's Chambers
13 Hillcrest Avenue
Kingston 6**

Email: hrm@agc.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.


M. Greene (Mrs.)
for Chief Personnel Officer