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(Central Government)
Ministry of Finance and the Public Service Building
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CIRCULAR No. 93   **16th February, 2024**
OSC Ref. C.4858[47]

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 **Ministry of Agriculture, Fisheries and Mining:**

1. **Software Developer (MIS/IT 5)** - **Corporate Services/Information and Communication Technology Division,** salary range $3,770,761 - $5,071,254 per annum.

2. **Business Analyst (MIS/IT 5) - Corporate Services/Information and Communication Technology Division,** salary range $3,770,761 - $5,071,254 per annum.

3. **ICT Security Officer (MIS/IT 5) - Corporate Services/Information and Communication Technology Division,** salary range $3,770,761 - $5,071,254 per annum.

4. **Systems Administrator (MIS/IT 5) - Corporate Services/Information and Communications Technology/Infrastructure Services Division,** salary range $3,770,761 - $5,071,254 per annum.

5. **Senior Technical and User Support (MIS/IT 5),** salary range $3,770,761 - $5,071,254 per annum.

1.   **Software Developer (MIS/IT 5)**

Job Purpose

Under the general direction of the Applications Development Manager (MIS/IT 7), the Software Developer (MIS/IT 5), is responsible for identifying user requirements, designing, coding, implementing and maintaining software solutions, to support the business systems of the Ministry.

Key Responsibilities

Administrative:
- Participates in the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Maintains customer service principles, standards and measurements;
- Prepares and submits Monthly/Quarterly/Annual Reports on activities;
- Attends Committee Meetings and executes directives, as necessary;
- Represents the Applications Development Manager at meetings, conferences, workshops, and seminars.

Technical/Professional:
- Develops and maintains knowledge of the Ministry's ICT applications portfolio, development tools, and development procedures;
- Participates in the development and review of business and system requirements to obtain a thorough understanding of business needs in order to deliver accurate solutions actively;
- 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 without causing additional problems;
- 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;
- Leads cross-functional and technical Groups/Committees to address the ICT operations of the Ministry in particular and other areas, as required;
- Establishes and maintains effective working relationship with external service providers, customers and other Units of the Division;
- 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;
- Maintains customer service principles, standards and measurements;
- Attends meetings and executes directives, as necessary;
- Represents Manager, Application Development, at meetings, conferences, workshops, and seminars;
- 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 teamwork and co-operation skills
- Excellent oral and written communication skills
- Strong analytical thinking skills
- Excellent problem-solving and decision-making skills
- Strong customer and quality focus skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Ability to use initiative
- High level of integrity
- Good change management skills

Technical:
- Good knowledge of information technology fundamentals and programming languages
- Ability to gain detailed knowledge of in-house programming languages programme design and development procedures, turnover procedures and housekeeping standards
- Ability to perform analysis of straightforward system functionality
- Ability to gain detailed knowledge of general system architecture and functionality, as well as detailed knowledge of specific sub-systems
- Working knowledge of commonly used concepts, practices and procedures as it relates to software development
- Ability to effectively manage time while working on multiple assignments with/without guidance as to relative priorities of assignments
- Sound knowledge of current ICT trends
- 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 Software Engineering, Computer Science, Computer Engineering, ICT and Management Information Systems, or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Three to five (3-5) years related experience, with at least three (3) years in an Application Development role.

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 ongoing 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.

2. Business Analyst (MIS/IT 5)

Job Purpose

Under the general direction of the Applications Development Manager (MIS/IT 7), the Business Analyst (MIS/IT 5), is responsible for analyzing ICT development requests, documenting the requirements and communicating them at various levels of the Ministry with the goal of creating a viable solution. The Business Analyst will also collaborate in project planning and project execution for software development projects.

Key Responsibilities

Administrative:
- Participates in the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Maintains customer service principles, standards and measurements;
- Prepares and submits Monthly/Quarterly/Annual Reports on activities;
- Attends Committee Meetings and executes directives, as necessary;
- Represents the Applications Development Manager at meetings, conferences, workshops and seminars.

Technical/Professional:
- Conducts data gathering and analysis to understand business strategy requirements;
- Contributes to the Ministry's short and long-term planning and provides guidance to ensure understanding of business goals and direction;
- Provides strategic input from a business and ICT perspective;
- Assesses client's needs utilizing a structured requirement process (gathering, analyzing, documenting and managing changes) to assist in identifying business priorities and advises on options;
- Develops, writes and communicates business requirements and functional specifications for the implementation of business solutions;
- Analyzes client's operations to understand their strengths and weaknesses to determine opportunities for improvements;
- Assists in the business process redesign/reengineering and documentation, as needed for new technologies;
- Conducts feasibility studies and draft proposals for evaluation by appropriate users and executive staff members;
- Provides assistance in business case development (i.e., research, data collection, inter alia);
- Develops user test cases and system integration testing and validates test results during testing;
- Reviews and comments on business case test plans;
- Monitors testing processes to ensure that business results are adequately tested with minimal risk;
- Arranges and executes test cases to facilitate the debugging process, changes and simplify integration;
- Ensures test strategies involve appropriate integration and process components;
- Investigates business problems and develops recommendations for resolution;
- Identifies the need for technical assistance to help in problem resolution;
- Keeps key stakeholders informed of problems, issues, and resolutions;
- Analyzes performance metrics to ensure stakeholder satisfaction and expectation;
- Formulates strategies to ensure ICT solutions meet Client/Ministry needs;
- Provides technical advice, guidance and constructive feedback to guide the decision-making process;
- Shares work, information, ideas and technology flow freely across the ICT Teams;
- Generates appropriate communication, process and educational plans for mitigating the disruption caused by change;
- Devises mechanisms to identify and remove obstacles to change;

- Works closely with key stakeholders to understand the business requirements for projects;
- Designs and delivers training and presentations at workshops, seminars and other meetings, to further an understanding of the basics of Business Analysis;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:
- Excellent oral and written communication skills
- Strong customer and quality focus skills
- Strong analytical thinking skills
- Excellent problem-solving and decision-making skills
- Excellent teamwork and co-operation skills
- Ability to influence and motivate others
- Ability to use initiative
- Excellent planning and organizing skills
- High level of integrity
- Excellent interpersonal and team management skills

Technical:
- Strong knowledge and experience with a Software Development Life Cycle (SDLC)
- Demonstrates leadership and attention to detail through prior experience at strategic and tactical/implementation levels
- Ability to provide high level quality assurance on multiple projects at varying stages
- Ability to work within and contribute to workflow processes
- Ability to take complicated or complex information and present it in a logical and concise manner
- Demonstrated thirst for keeping abreast of Business Analyst best practice
- Principles of Project Management, estimation and planning
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tools
- Identify and analyse business needs or propose relevant and reliable IT solutions
- Ability to write and execute test plans and deliver training or guidance to end-users and system owners

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, ICT, Management Information Systems, Computer Engineering, Business Administration, Management Studies or a related discipline;
- Specialized training in Business Analysis;
- Three to Five (3-5) years related experience, in a Business Analysis environment.

Special Conditions 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 ongoing 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.

3. ICT Security Officer (MIS/IT 5)

Job Purpose

Under the general direction of the ICT Security Manager (MIS/IT 7), the ICT Security Officer (MIS/IT 5), is responsible for supporting the monitoring and evaluation initiatives and activities of the Ministry's ICT Security Management function.

Key Responsibilities

Management/Administrative:
- Develops Individual Work Plans based on alignment with the overall Plan for the Section;
- Maintains customer service principles, standards and measurements;
- Participates in meetings, seminars, workshops and conferences, as required;

- Prepares reports and programme documents, as required;
- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Assists with the preparation and conducts presentations on role of the Branch for the Orientation and Onboarding Programme.

Technical/Professional:
- Participates in the development, implementation, and maintenance of policies, procedures for network and security administration;
- Supports major cross-section of Networking Systems (e.g., remote access systems architecture, network core, building and departmental networks, wide area connectivity);
- Contributes to the design and deployment of the Organisation's LANs, WANs and Wireless networks, including servers, routers, switches, UPSs and other hardware;
- Assists with the design, implementation and support firewalls, site-to-site VPNs and remote-access VPNs;
- Conducts research on network products, services, protocols and standards to remain abreast of developments in the Networking Industry;
- Interacts with vendors, outsourcers and contractors to secure network products and services;
- Configures networks to ensure their smooth and reliable operation for fulfilling business objectives and processes;
- Monitors network performance and troubleshoots problem areas as required;
- Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records;
- Provides assistance to other ICT Teams in troubleshooting problems relating to products/solutions;
- Ensures network connectivity and security of all servers, workstations, telephony equipment, fax machines and other network appliances;
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information;
- Monitors and analyses systems for ICT security infractions and violations;
- Documents and reports the results of questionable user and system activity for information security inquiries;
- Performs server and security audits and system backups and recovery;
- Participates in managing all network security solutions;
- Collects and analyzes 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 Organisation's policies and application, owner-defined parameters;
- Assists with security breach investigations to guide the refinement of Information security policies and practices;
- Keeps abreast of changes and new developments in ICT Security and provides evidence-based recommendations;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:
- Good oral and written communication skills
- Excellent customer relations and quality focus skills
- Good analytical thinking skills
- Good problem-solving and decision-making skills
- Excellent teamwork and co-operation skills
- Ability to influence and motivate others
- Excellent planning and organizing skills
- Excellent people management skills
- Excellent interpersonal skills

Technical:
- Working knowledge of LAN, WAN, and WLAN design and implementation
- Working knowledge of network capacity planning, network security principles and general network management best practices
- Working technical knowledge of current network hardware, protocols and Internet standards, including routers, switches, firewalls, remote access, DNS, VLAN, DSL and

Ethernet
- Good hardware troubleshooting experience and network monitoring and analysis software
- Good knowledge about testing tools and procedures for voice and data circuits
- Sound knowledge in defining organizational 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.
- 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 Computer science, ICT and Management Information Systems, Computer Engineering **or** a related discipline;
- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification or related ICT security certification;
- Three (3) years related experience in a Network and Security role.

Special Conditions 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.

4. Systems Administrator (MIS/IT 5)

Job Purpose

Under the general direction of the ICT Infrastructure Manager (MIS/IT 7), the Systems Administrator (MIS/IT 5), is responsible for the execution of network resources, along with supporting the maintenance of a secure, reliable and efficient computing and networking environment to improve existing infrastructure permitting users to perform their functions.

Key Responsibilities

Management/Administrative:
- Supports the development of the Unit's Corporate/Operational Plans, Budget and Individual Work Plans;
- Maintains customer service principles, standards and measurements;
- Attends meetings and executes directives, as necessary;
- Represents ICT Infrastructure Manager at meetings, conferences, workshops and seminars;
- Prepares and submits reports.

Technical/Professional:
- Provides support to the procurement of ICT assets throughout the Ministry, its Divisions, and Outstations;
- Provides sufficient information technology operational capability to achieve acceptable response times, especially during peak periods, and to minimize downtimes to an acceptable level;
- Undertakes the resolution of complex, undefined server hardware, systems software, or application malfunctions;
- Diagnoses, analyzes, and resolves routine and other system problems in established industry timeframe;
- Undertakes the installation of systems, telecommunications-related and application software, and patches various server platforms;
- Executes responses to queries related to hardware and software security and implements on-going security awareness programmes for users;
- Monitors computer systems and implements parameter tuning geared to improve system performance;
- Monitors and remediates any issues found in the cloud environment;
- Customizes modifiable systems files to improve performance as instructed;
- Provides restricted system information as requested by authorized personnel;

- Reviews diagnosis, analyses and resolves simple routine systems management-related problems;
- Executes programming tasks as required in the development and maintenance of systems processes, procedures, and tools;
- Conducts routine systems housekeeping procedures;
- Examines logs and provides data for review by ICT Infrastructure Manager;
- Reviews the establishment of secured connectivity with the Internet for related services such as Email, Web Browsing, VPN, FTP etc.;
- Configures and tests computer hardware, VOIP, networking software and operating system software;
- Undertakes the execution of back-up mechanics, system redundancy, virus prevention, and disaster recovery, which will minimize exposure to potential threats and reduce recovery time after disasters;
- Monitors system usage to ensure that access to the system and data is done in the prescribed manner, and any violation is detected and addressed;
- Participates in risk analysis and periodic reviews;
- Executes the maintenance of user authorization files;
- Undertakes the installation of servers, computers and peripherals within the Ministry, its Divisions, and Outstations;
- Inspects and develops Assessment Reports on infrastructural needs of office locations;
- Prepares operational procedures for equipment use and maintenance of the operating environment;
- Keeps abreast of trends and developments in information systems, management controls, and security technologies to enhance systems throughout the Ministry;
- Performs any other related duties that may be required from time to time.

Required Knowledge, Skills and Competencies

Core
- Good oral and written communication skills
- Good customer and quality focus skills
- Excellent analytical thinking skills
- Good problem-solving and decision-making skills
- Good teamwork and co-operation skills
- Ability to exercise good initiative
- Good planning and organizing skills
- Ability to demonstrate leadership
- High level of integrity
- Good interpersonal skills

Technical
- Sound knowledge of local and wide area networking
- Knowledge of Windows Server environments
- Knowledge of Exchange Server environments
- Good knowledge of Voice Networks and protocols
- Excellent knowledge of virtualization protocols and data centre
- Knowledge of Network protocols and diagnostic tools
- Skilled in Computer Hardware and Software Maintenance
- Sound knowledge in Network Maintenance
- Knowledge of GOJ Procurement Procedures

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Specialized training in Network Administration would be an asset;
- Four (4) years hands-on experience, with at least one (1) year using network systems.

Special Condition Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized systems. 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;

- Required to travel locally to attend conferences, seminars and meetings.

5. Senior Technical and User Support (MIS/IT 5)

Job Purpose

Under the supervision of the Technical and User Support Manager (MIS/IT 7), the Senior Technical and User Support Officer (MIS/IT 5), is responsible for undertaking technical tasks required to support, implement and maintain ICT Platforms and Systems.

Key Responsibilities

Maintains the Help Desk flatform:
- Manages the Unit's Help Desk by:
  - ✓ Logging requests/problems;
  - ✓ Routing requests/problems to the relevant areas, where necessary, or resolving problems or responding to requests for assistance;
  - ✓ Preparing monthly report of outstanding problems/requests to implement follow-up or corrective actions;
  - ✓ Reviewing and revising standards and procedures as may be appropriate.

Provides support for all areas of end user computing:
- Performs analysis of Help Desk Logs to identify trends and make recommendations to the Director to address significant and/or recurring concerns;
- Assists in providing training for end users by:
  - ✓ Reviewing Help Desk Logs to identify areas of poor usage and/or abuse of the computer and/or network resources;
  - ✓ Defining user requirements;
  - ✓ Determining course participants;
  - ✓ Preparing course material and handouts;
  - ✓ Facilitating the delivery of user training
- Monitors the activities relating to the preventative maintenance of all computer-related devices by:
  - ✓ Ensuring the adherence of the contractor to the terms and conditions of the contract;
  - ✓ Obtaining a schedule from the contractor and advising users of the arrival of and work to be performed by contractors' representatives;
  - ✓ Supervising the work of the contractor;
  - ✓ Ensuring that defective devices are repaired, or defective parts are replaced in a timely manner;
  - ✓ Advising the Manager, Technical and User Support or the Director if the work is unsatisfactorily done, so that the appropriate action can be taken
- Monitors and log the movement of Computer Hardware and software by:
  - ✓ Ensuring that proper authorization for the movement of equipment from one location to another is received from Unit or Division Head;
  - ✓ Conducting Quarterly Inventory Audit and updating Computer Inventory Database as required;
- Monitors and log the usage of supplies such as CDs, tapes, diskettes, desktops, laptops, external hard drives, printers, scanners, peripherals, printer cartridges and other related supplies to ensure that an adequate supply is maintained.

Supports the establishment and communication of information technology resources policy that provides guidelines for common situations and a framework by which the Ministry can cope with exceptional situations:
- Assists with the establishment, reviewing and revision of controls and/or procedures;
- Participates in the dissemination of policy and encourage the adherence to guidelines.

Assists with the procurement of information technology goods and services:
- Manages the activities relating to the procurement of goods and services for the Ministry /Unit by:
  - ✓ Requesting quotation from suppliers;
  - ✓ Liasing with the Procurement Unit and submitting quotations and requests for purchases;
  - ✓ Ensuring that goods/services ordered is that which the Ministry/Unit receives in accordance with invoice order/specifications;
  - ✓ Advising, in writing, all relevant persons of any discrepancies between goods/ service ordered and received;

✓ Ensuring correct payment is made to supplier.

Required Knowledge, Skills and Competencies

Core
- Good oral and written communication skills
- Good customer and quality focus skills
- Good analytical thinking skills
- Good problem-solving and decision-making skills
- Good teamwork and co-operation skills
- Ability to exercise good initiative and innovativeness
- Good planning and organising skills
- Good goal/results oriented
- Good leadership and management skills
- High levels of integrity and professionalism
- Good interpersonal and people management skills

Technical
- Good network operating systems skills
- Excellent knowledge of Microsoft Windows operating systems
- Excellent knowledge of Microsoft Office applications
- Good knowledge of Microsoft Projects
- Excellent knowledge of Network design and maintenance
- Excellent knowledge of Computer construction and maintenance
- Good knowledge of Software troubleshooting and configuration
- Good knowledge of Open Source Software

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science or related field from an accredited tertiary institution;
- Three (3) years in a networking environment.

Special Condition Associated with the Job

- Extensive exposure to CRT rays;
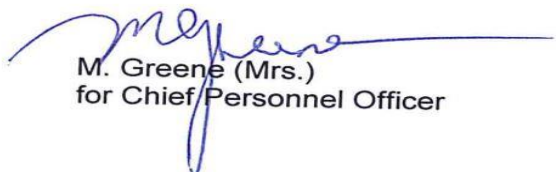- Required to travel island wide.

Applications accompanied by résumés should be submitted **no later than Thursday 29th February, 2024 to:**

> **Senior Director**
> **Human Resource Management and Development Division**
> **Ministry of Agriculture, Fisheries and Mining**
> **Hope Gardens**
> **Kingston 6**

> **Email: jobopportunities@moa.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