



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

30 National Heroes Circle, Kingston 4

Jamaica, West Indies

Tel: 876-922-8600

Fax: 876-924-9764

Email: communications@osc.gov.jm

Website: www.osc.gov.jm

CIRCULAR No. 209 **OSC Ref. C. 6222¹³**

21st May, 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 fill the **vacant post of Director, Information Technology and Business Services (MIS/IT 7)** in the **Information Technology and Business Services Unit, Postal Corporation of Jamaica**, salary range \$6,333,301 – \$8,517,586 per annum.

Job Purpose

The Director, Information Technology and Business Services reports to and works closely with the Senior Director, Operations, to manage the day-to-day operations and maintenance of Information Technology enabled business support services and all information and communication assets of the Postal Corporation of Jamaica (PostCorp) in keeping with its mandate.

The incumbent will facilitate the provision of electronic information systems/applications to enable improved efficiency and productivity of the organization, through the use of appropriate information processing technologies and business services in the most cost-effective manner.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Corporation's Budget, Operational Plan and Unit Plan;
- Develops operational systems, policies and procedures to guide the activities of the Branch.
- Prepares and submits activity/performance and other reports as requested;
- Advises the Senior Director, Operations on matters relating to portfolio responsibility;
- Represents the Department at meetings, seminars and special Committees as directed;
- Ensures a corporate approach to the delivery of IT and business services across the Department/Corporation and provides a secure, reliable and efficient computer system environment;
- Reviews and signs-off on TORs, information specifications, Service Level Agreements (SLAs), business model specifications and other pertinent IT documentation;
- Deputizes for the Senior Director, Operations during periods of absence as directed, ensuring a consistency of approach and decisions which align with the Corporation's/Department's goals and objectives;
- Develops and manages the IT and business services budget and institutes corrective measures when budget is not being met, including signing off on invoices and quotes, escalates out of budget items to the Chief Executive Officer for approval, and ensures that the team obtains all necessary tools and equipment to effectively execute their duties;
- Establishes and implements systems for reporting work done against stated and agreed Work Plans.

Technical/Professional:

Strategic

- Initiates, plans and implements strategies for the provision and management of IT and business services, to support and drive the Corporation's management and technical operations;
- Ensures the provision of technical assistance in all areas to end users, by sustaining sufficient operational capability to achieve acceptable response times, especially during peak periods, and to minimize down times to an acceptable level;
- Collaborates with senior leadership to develop, maintain and upgrade appropriate information technology (IT) systems, in accordance with the Corporation's needs;
- Ensures that effective arrangements are in place to satisfy information and telecommunications requirements for the Corporation/Department and its Units/Divisions in a time-sensitive, responsive and cost-effective manner (with particular emphasis on data communication);
- Establishes business continuity and recovery policy for IT and business service tools, resources and management that provide guidelines for common situations and a framework by which the Corporation can cope with exceptional circumstances/emergencies/disasters;

- Reviews IT and business service strategies of the Corporation's/Department's Units/Divisions to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Corporation, that will improve the Organization's ability to manage through the effective use of proven management approaches and techniques and available technological tools;
- Works with the Management Team to determine and plan for future IT and communications hardware, software and security requirements, that will integrate existing and proposed information systems into a corporate-wide management information system, making judicious use of proprietary software and taking full advantage of decision support technologies;
- Develops, implements, monitors and improves IT and business services mechanisms, systems and processes that drive improvements in the efficiency, effectiveness and quality of service delivery across the Department;
- Advances and implements appropriate standards and procedures necessary to create the proper framework for IT and business services development and maintenance, network configurations and effective interaction with end-users;
- Manages core IT and business services that support business operations, and works with Line Directors/Managers (including Postal Divisions, Finance and Accounts, HR, Legal, Administration and Communications) to troubleshoot problems, develop solutions and resolve issues to safeguard excellent standards of IT and business support delivery;
- Actively engages and collaborates with Government entities, Private Sector organizations, suppliers, vendors and industry groups to ensure that businesses and customer objectives provide input used to define the IT business service management approach that will optimise outcomes for the Department and its clients, through IT and business services support;
- Collaborates with Line Directors/Managers to implement appropriate electronic records and information management systems that will support and secure the work of respective divisions and the Department;
- Ensures compliance with all licensing requirements and other regulatory stipulations for government IT and cyberspace activities for the Department;
- Emphasizes data communications in the design of future information systems, supporting more effective approaches to verbal and written communications that will link the Corporation to other entities as may be required.

Procurement, Contracts and Project Management:

- Plans, advances and secures approval for Procurement Plan and Budget for IT and business services that will support operations for the year and/or other specified periods, to enable continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Corporation;
- Works with the Procurement Director to acquire/procure IT and business service systems, tools, equipment and other resources in accordance with the requirements of the organization;
- Engages in contract management and related negotiations with suppliers, vendors, service providers and consultancies as necessary or required;
- Selects and effectively applies project management tools and control techniques to all projects to manage projects within agreed cost, time and quality parameters;
- Oversees and co-ordinates the integration of office automation equipment and applications into the Corporation's computer network and future information systems designs.

Quality Management:

- Ensures the quality and effectiveness of all projects undertaken by the Corporation/Department;
- Keeps up-to-date with IT and business services best practices and trends, and advises the Postmaster General where adoption will add value to the current services delivered;
- Develops and implements a regular quality review and improvement process for the Corporation in accordance with relevant standards;
- Seeks and responds to feedback and suggestions for improvement from the Corporation's Management Team, staff and external stakeholders on operational systems and processes to inform IT and business services development regularly;
- Ensures that issues and/or concerns of Divisions/Units are managed and/or escalated to the appropriate level within the Corporation;
- Promotes ergonomically sound working space for all personnel who work with computer equipment;
- Manages the development and roll-out of end-user training based on the needs identified for the Corporation/Department's officers, and ensures appropriate action is taken to raise and maintain their skills that will aid in sustaining a high standard of agility and productive use of the various systems and tools.

Promote professional external relationships:

- Maintains and develops positive strategic relationships with internal and external stakeholders;
- Works proactively to resolve internal grievances and external complaints, concerns or conflicts in a positive manner;
- Engages in the development, nurturing and maintenance of effective working relationships with internal and external stakeholders to identify changes and new industry developments which can impact the Department's operations and goals to inform IT and business services development in the short, medium and long-term.

Contribute positively to Corporation's organisational culture:

- Works in partnership with all members of staff to provide strong and accountable leadership; clearly articulating our values and standards;
- Promotes and models Corporation's Code of Conduct, values and professional standards to all staff, clients, partners and external stakeholders;
- Adheres to policies and procedures and management directives and ensures that issues and/or concerns of Departments/Units are managed and/or escalated to the appropriate level within Corporation.

Human Resource Management:

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training; providing assistance and support, as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Unit;
- Participates in the recruitment of direct reports for the Unit;
- Recommends Vacation Leave for direct reports in keeping with established human resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies;
- Performs any other related duties that maybe assigned from time to time by Senior Director.

Required Knowledge, Skills and Competencies***Core:***

- Integrity;
- Good oral and written communication skills;
- Customer and quality focus;
- Ability to use own initiative;
- Good problem-solving and decision-making skills;
- Teamwork and co-operation;
- Adaptability;
- Good interpersonal skills;
- People Management skills;
- Good leadership skills;
- Good planning and organizing skills;
- Good analytical thinking skills;
- Goal/Result Oriented;
- Compliance.

Functional/Technical:

- Good use of technology;
- Technical skills;
- Managing external relationships;
- Methodical;
- Financial and business acumen;
- Strategic vision;
- Managing the client interface;
- Change management;
- Knowledge of IT and business service management, project management, government procurement and general management
- Knowledge of Government machinery, systems management and performance monitoring for regulatory Bodies in Jamaica

- Knowledge of developing and implementing effective operational systems and procedures;
- Knowledge of providing operational support to a multifunctional organization in a complex, high expectation and high-volume environment;
- Knowledge of legislation and regulatory frameworks governing Corporation's management and operations, as well as an appreciation of issues and trends concerning Postal Industry.

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Information Systems, Information Technology, Business Administration or equivalent qualification;
- Six to seven (6 -7) years' work experience with at least five (5) in a management position;
- Practical experience in the implementation of at least three (3) major computerized systems;
- Experience in government organisations, particularly in a regulatory or monitoring capacity, would be an asset.

Special Conditions Associated with the Job

- Normal office hours, with occasional long and unscheduled work hours to resolve issues, carry out emergency and disaster preparations and meet critical deadlines (including on weekends and public holidays);
- Work requires almost exclusive usage of computers;
- Will be required to travel island wide.

Applications accompanied by résumés should be submitted **no later than Tuesday, 4th June, 2024 to:**

**Director, Human Resource Management and Administration
Post Corporation of Jamaica Limited
6 – 10 South Camp Road
Kingston CSO**

Email: hrma@jamaicapost.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.



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