**Office of the Services Commissions**

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**CIRCULAR No. 243**                                                         **12th June, 2024**
**OSC Ref. C. 6528[13]**

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 **Manager Business Intelligence (Level 9)** in the **eGov Jamaica Limited,** salary range $7.71 million per annum and any allowance(s) attached to the post**:**

## Job Purpose

Under the supervision of the Department Head, Enterprise Architecture, the Manager, Business Intelligence will facilitate the planning, co-ordination, and supervision of all activities related to design, development and implementation of Business Intelligence and analytics solutions. The incumbent will be responsible for the maintenance and support of Data Warehouse, Business Intelligence and Analytics solutions, ensuring high levels of availability, as well as being responsible for the technical skills development, performance and quality of work produced by team members directly under his/her supervision.

## Key Responsibilities

### Management/Administrative:
- Manages the technical operations of the Business Intelligence Unit by:
    - Developing and implementing tactics to ensure the efficient and effective management of the Unit;
    - Participating as a member of the Management Team in management processes of the Department;
    - Managing the Unit's planning process to achieve technical goals by prioritizing initiatives and co-ordinating the evaluation, deployment and management of current and future data solutions;
    - Assessing the performance of the Unit against the Department's goals and objectives;
    - Preparing operational Work Plans for the Unit;
    - Co-ordinating work processes with the other Units and Departments within the Division and with external Divisions;
    - Informing Department leadership of operational progress, risks, issues, major setbacks, resource constraints and significant deviations from agreed objectives/targets/actions;
    - Recommending the adoption of data solutions development standards frameworks;
    - Preparing required reports.

### Human Resource Management:
- Recommends transfer, promotion, termination and leave for staff;
- Assesses the technical training needs, supporting the relevant level of training, development and coaching available to team members;
- Manages the performance of direct reports and carries out appraisal exercises, as required;
- Manages all team members to ensure that high performance and productivity levels are maintained at all times and objectives and targets are achieved;
- Reinforces team awareness of and adherence to the Human Resource Policy and other management procedures in the organization;
- Convenes regular Unit meetings to discuss operations, technology and takes decisions on Unit level solutions;
- Implements relevant Human Resource policies consistently and fairly, maintaining reasonable standards in the treatment of people, equal opportunities and work life balance;
- Provides technical leadership and guidance to direct reports through effective planning, delegation, communication, mentoring and coaching;

- Coaches and motivates the unit members, ensuring a clear understanding of the company's mission, vision and values towards the highest levels of service provision;
- Performs any other related job enrichment duties that may be assigned from time to time.

*Technical/Professional:*
- Manages the development of standards for data solutions and systems and ensuring that they are updated where necessary;
- Establishes and maintains data solution delivery standards.;
- Identifies areas where standards are required and champion the resulting recommendations;
- Manages and organizes the Business Intelligence Team to provide the capabilities and capacities to deliver and support data solutions;
- Guides the Unit in keeping abreast of development in technology and technical research;
- Manages and provides technical leadership for the Business Intelligence and database development team in support of business solutions;
- Provides experiential and technical guidance in resolving problems associated with data models and database designs.
- Provides technical leadership in the translation of user data requirements to the appropriate design models and construction of databases;
- Assesses and determines stewardship and frameworks for managing data across the organization;
- Manages the development and promotion of data management methodologies and standards.
- Selects and implements the appropriate tools, software, applications and systems to support data technology goals;
- Oversees the mapping of data sources, data movement, interfaces and analytics, with the goal of ensuring data quality;
- Collaborates with Project Managers and Business Unit leaders for projects involving enterprise data;
- Leads efforts that addresses data-related problems in regard to systems integration, compatibility, and multiple-platform integration are addressed;
- Leads the documentation of the data architecture and environment in order to maintain a current and accurate view of the larger data picture;
- Identifies and develops opportunities for data reuse, migration or retirement;
- Assigns progressively challenging tasks to facilitate the development of the individuals assigned to the team;
- Designs and manages the production of end-user training contents and materials;
- Prepares periodic progress reports for management on the status of projects undertaken.

## Required Knowledge, Skills and Competencies

*Core:*
- Excellent analytical/logical skills;
- Good oral and written communications skills;
- Good planning and organization skills;
- Very good team building, leadership and coaching skills;
- Good interpersonal skills;
- Ability to manage medium levels of technical competencies;
- Ability to simultaneously deal with a range of demands;
- Solutions oriented.

*Technical:*
- Excellent Information Technology skills;
- Good Project Management skills;
- Excellent technical planning skills.

## Minimum Required Qualification and Experience

- Postgraduate Degree in Computer Science, Management Information Systems or Business Administration from a recognized tertiary institution;
- Bachelor's Degree in Computer Science, Management Information Systems, Information Technology or equivalent from a recognized tertiary institution;

- Five (5) years' experience in the provision of technical design and development of at least three (3) major information systems including technical management experience in a similar or related capacity;
- SAP Business Warehouse certification/SAP Business Objects (BOBJ) certification/SAP Business Explorer (BEx) certification or similar are desirable.

Applications accompanied by résumés should be submitted **no later than Tuesday, 25th June, 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**

**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**