

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. 249
OSC Ref. C. 6530⁷

18th June, 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 following **vacant** posts in the **Ministry of Labour and Social Security**:

1. **Technical Support Co-ordinator (GMG/SEG 2)**, salary range \$4,266,270 - \$5,737,658 per annum.
2. **Senior Systems Analyst (MIS/IT 5)**, salary range \$4,266,270 - \$5,737,658 per annum.
3. **Programmer/Analyst (MIS/IT 4)**, salary range \$3,501,526 - \$4,709,163 per annum.

1. Technical Support Co-ordinator (GMG/SEG 2)

Job Purpose

Under the direct supervision of the Chief Technical Director, the Technical Support Co-ordinator, is responsible for providing technical and administrative support for the effective functioning of the office of the Chief Technical Director.

Key Responsibilities

Management/Administrative:

- Represents the Ministry at meetings, conferences, seminars and workshops;
- Provides technical information and advice to Directors, Managers, and other members of staff;
- Prepares and submits reports and documents, as requested;
- Consults with Ministries, Departments, Agencies and other organizations on labour and social security related activities;
- In collaboration with the CTD, prepares speeches for the launch of projects and programmes for the Honourable Minister;
- Prepares itineraries for consultants and members of technical teams on official visits to Ministry;
- Liaises with the Executive Office to make arrangements for official overseas travel for the Chief Technical Director.

Technical/Professional:

- Facilitates technical support for activities related to the relevant Commissions or Committees managed by the Ministry;
- Conducts technical research and analysis and presents findings to the Chief Technical Director;
- Documents matters of a sensitive nature which have technical implications for the Ministry;
- Keeps the Chief Technical Director abreast of labour and social security issues that have direct impact on the Ministry;
- Compiles, analyzes and interprets performance metrics for Commissions/Committees of the Ministry;
- Monitors technical performance issues and provides updates/reports;
- Undertakes special research projects assigned by the Chief Technical Director or Permanent Secretary and prepares reports on results for review;
- Consults with Directors, Managers and other stakeholders on social security and labour related issues for various challenges;
- Advises Directors, Managers and other stakeholders on outcome of social security and labour related recommendations based on consultations;
- Assists with the preparation of Cabinet Submission, Cabinet Notes, Speeches and Status Reports;
- Prepares and compiles overall reports from various stakeholders relating to the Executive Office;
- Provides direct support to both internal and external partners;

- Prepares and monitors work schedules/plans for the Office;
- Plans, organizes and implements all logistical work-related visit of Technical experts, workshops and other relevant meetings;
- Liaises with the Finance and Accounts Division regarding requests for budgetary support;
- Prepares any other duties assigned by the Chief Technical Director or Permanent Secretary.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills;
- Excellent presentation skills;
- Excellent leadership and management skills;
- Excellent customer and quality focus skills;
- Highly developed interpersonal skills and influencing skills;
- Strong problem-solving and decision-making skills;
- Excellent time management;
- Excellent conflict management skills;
- Strong negotiating, conceptual skills;
- Strong planning and organizing skills;
- Ability to lead and work with teams;
- Ability to think creatively and act independently;
- Ability to observe and maintain confidentiality in the performance of duties;
- Demonstrated ability to build partnerships, establish and maintain effective working relationships with a wide cross section of professionals and organizations;
- Ability to think and act strategically across a wide range of functions;
- Ability to multitask, work under pressure and meet tight deadlines.

Technical:

- Sound knowledge of the operations of Government, Public Sector Laws, regulations and guidelines;
- Broad knowledge of Government policy and planning processes;
- Thorough understanding of Government processes for policy development and implementation;
- Good knowledge of the operations of the Ministry;
- Good knowledge of Government's systems and related operational policies;
- Knowledge of international best practices;
- Knowledge of Change Management principles and procedures;
- Demonstrated emotional intelligence;
- Proven skills in strategic and operational planning and management;
- Knowledge of protocol and etiquette;
- Sound knowledge of appropriate computer applications and technologies;
- Good knowledge of research techniques, methodologies and data analysis;
- Ability to interface with Senior Government officials both locally and internationally.

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Studies, Public Sector Management/Public Administration or related area;
- Training in Policy Development would be an asset;
- Five (5) years' experience in a managerial position in the Public or Private Sector, in an organization of similar size and complexity.

Special Conditions Associated with Job

- Required to travel to functions and events island wide;
- May be required to work for extended hours to finalize assignments;
- May be required to travel overseas in the execution of official duties;
- Must possess a reliable motor vehicle and be the holder of a valid Driver's License.

2. Senior Systems Analyst (MIS/IT 5)

Job Purpose

The incumbent is responsible for overseeing and supervising the software development, implementation and maintenance of information systems in accordance with the requirements of the various Division/Units.

Key Responsibilities

- Provides strategic technical guidance to proactively improve performance, reliability, security, and cost-effectiveness of customers' solutions using industry best practices by:
 - Supervising and participating in needs assessment to determine user requirements;
 - Translating business requirements to system specifications;
 - Collaborating with the Software Development Manager to design software and architecture;
 - Ensuring that systems specifications are correctly converted to programming language code development team;
 - Identifying areas in code that require refactoring;
 - Organizing and leading regular code reviews;
 - Compiling programme manuals, operation manuals and user manuals;
 - Creating and maintaining all system documentation.
- Ensures the quality of applications developed by:
 - Liaising with quality assurance team to ensure that software testing is being done appropriately and in a timely manner;
 - Ensuring that appropriate developer testing is conducted by development team;
 - Preparing and scheduling sprint review meetings with the System Development Manager and the development team;
 - Ensuring that corrective measures for errors and omissions are done according to industry best practices and software requirements;
 - Conducting software testing;
 - Performing formal and informal demonstrative presentation.
- Contributes to project planning and implementation to facilitate smooth transition of automated application by:
 - Ensuring that assigned tasks are executed and completed, as required;
 - Performing the relevant controls and/or procedures necessary for the integrity of data conversion process.
- Maintain existing information systems by:
 - Developing new modules;
 - Enhancing existing modules and/or database structures;
 - Performing special data cleaning exercise and data integrity checks;
 - Performing special back-ups;
 - Troubleshooting as required.

To oversee evaluation of the work process and implementing technology solutions to meet the business's current and future needs

- Supervises the design and development of software by:
 - Conducting interviews with key personnel to determine the requirements;
 - Developing the conceptual and physical designs that reflect the user's requirements;
 - Organizing and prioritizing the team's work by breaking down features and epics into stories and tasks;
 - Developing work sprints (sprint planning) for the team;
 - Conducting daily sprint meetings with the team;
- Takes full advantage of capabilities of the technologies within the Ministry;
- Keeps abreast of developments in information technology, in particular programming methodologies and software engineering;
- Provides training for users and client support staff by:
 - Defining training requirements;
 - Conducting/facilitating delivery of material.
- Participates in seminars, meetings, workshops etc to discuss the benefits and/or emergence of information technologies which can improve output in Divisions/Ministry.

To encourage an environment that promotes customer service, excellence, innovation, collaboration and teamwork by:

- Liaising with team members, management and clients to ensure projects are completed to standard;
- Motivating staff and creating a space where they can ask questions and voice their concerns;
- Communicating the needs of the team to the Software Development Manager;

- Interprets and translates business requirements to system requirements in a manner that is understood by the software development team;
- Provides guidance to Programmers/Analyst by:
 - Developing work sprints (sprint planning) for the team;
 - Conducting daily sprint meetings with the team;
 - Removing or escalate impediments faced by the development team;
 - Preparing and scheduling sprint review meetings with the System Development Manager and the development team;
 - Organizing and leading regular code reviews.

Required Knowledge, Skills, and Competencies

- Ability to establish trust;
- Strong leadership qualities;
- Ability to resolve conflicts and galvanize others;
- Excellent project and crisis management skills;
- Visionary and innovative;
- Curious and willing to delve further;
- Strong work ethics;
- Ability to work in teams;
- Ability to work remotely and with minimal supervision;
- Ability to manage time successfully, prioritize effectively and meet tight deadlines;
- Ability to work effectively under pressure;
- Excellent interpersonal;
- Excellent oral and written communication skills;
- Self-starter with a positive “can do” attitude;
- Results driven and pragmatic;
- Ability to take ownership and responsibility for quality;
- Ability to work in an agile environment;
- Attention to detail and desire to probe further into data;
- The ability to learn new technologies quickly;
- Excellent analytical and judgment skills;
- Commercial and business awareness;
- Excellent problem-solving skills;
- Excellent critical thinking skills;
- Ability to exercise sound judgement when prioritizing tasks.
- Ability to exercise sound judgement with escalating task escalation.

Specific Knowledge:

- ASP.NET, C#.NET;
- Word Press and Drupal (optional);
- CSS, AJAX, Crystal Report;
- Linux or Apache;
- Structured Query Language (SQL);
- Relational Database (MSSQL 2016, MYSQL 5.7 and up, Azure SQL);
- Hypertext/Extensible Markup Language (HTML/XML);
- Structured methodology with emphasis on structured programming;
- Object Oriented Methodologies;
- SCRUM Agile methodology;
- Team Foundation Server;
- Azure DevOps;
- Supervisory Management.

Minimum Required Qualification and Experience

- B.Sc. in Computer Sciences or equivalent from an accredited tertiary institution;
- Certified Scrum Master (CSM) would be an asset;
- Software Engineering Master Certification (SEMC) would be an asset;
- Microsoft Certified Solutions Developer (MCSD) would be an asset;
- Eight (8) years’ professional experience in Software Development;
- Three (3) years’ supervising a software development team;
- Three (3) years’ experience working with senior officials and conducting senior level consultations.

Special Condition Associated with Job

- Ability to work effectively under pressure.

3. Programmer/Analyst (MIS/IT 4)

Job Purpose

The incumbent is responsible for developing, implementing and maintaining information systems in accordance with the requirements of the various Division/Units.

Key Responsibilities

To develop, implement and maintain information systems in accordance with the requirements of Divisions:

- Assists in the analysis, design and development of application systems by:
 - Taking part in needs assessment to determine user requirements;
 - Clarifying and interpreting user requirements prior to the start of system development exercise;
 - Converting system specifications to programming language code;
 - Designing forms/report formats;
 - Reviewing programme specifications;
 - Modifying/revising existing programmes to facilitate changes in processing and/or user requirements;
 - Compiling programme manuals, operation manuals and user manuals;
 - Developing information systems technical documentation.
- Ensures the quality of applications developed by:
 - Assisting with formal and informal demonstrative presentation;
 - Developing appropriate test cases and scenarios;
 - Testing programmes and systems.
 - Executing corrective measures for errors and omissions.
 - Redoing tasks that do not conform to prescribed systems development standards;
 - Testing and troubleshooting programmes utilizing the appropriate hardware, database, and programming technology;
 - Focusing on simplicity, great performance and attractive design.
- Contributes to project planning and implementation to facilitate smooth transition of automated application by:
 - Ensuring the effective delivery and performance of information systems according to the agreed sprint plan;
 - Performing the relevant controls and/or procedures necessary for the integrity of data conversion process;
 - Brainstorming ideas with MIS Team Leader and other IT Team members and offer insightful solutions;
 - Attending meetings, as needed.
- Maintains existing information systems by:
 - Modifying/revising existing programmes to facilitate changes in processing and/or user requirements;
 - Implementing new system features;
 - Enhancing existing modules and/or database structures;
 - Performing special data cleaning exercise and data integrity checks;
 - Performing special back-ups.

To focus on activities surrounding the software development life cycle, namely requirements gathering and analysis, system designing, implementation, testing and maintenance by:

- Designing, building, maintaining and documenting efficient, scalable and reliable code;
- Reviewing existing systems, optimize code and making user interface more user-friendly and attractive;
- Designing MSSQL and MySQL database tables, packages, procedures, and triggers;
- Developing information systems technical documentation (such as system design document, configuration manual, in-line, videos, etc.) and maintaining version control of such document for future reference.

To encourage office automation in support of increased productivity of office personnel

- Takes full advantage of the capabilities of the technologies within the Ministry.
- Keeps abreast of developments in information technology, in particular, programming methodologies and software engineering.
- Provides training for users and client support staff by:
 - Defining training requirements;
 - Conducting/facilitating delivery of material.

- Participates in seminars, meetings, workshops, etc. to discuss the benefits and/or emergence of information technologies which can improve output in Divisions/Ministry;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation.

Required Knowledge, Skills, and Competencies

- Ability to work in an agile development environment;
- Ability to work in teams;
- Ability to work remotely and with minimal supervision;
- Ability to manage time successfully, prioritize effectively and meet tight deadlines;
- Strong interpersonal skills;
- Strong oral and written communication skills;
- Self-starter with a positive “can do” attitude;
- Results-driven and pragmatic;
- Ability to take ownership and responsibility for quality;
- Attention to detail and desire to probe further into data;
- The ability to learn new technologies quickly;
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Specific Knowledge:

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- Structured Query Language (SQL);
- Relational Database (MSSQL 2016, MYSQL 5.7 and up, Azure SQL);
- Hypertext/Extensible Markup Language (HTML/XML);
- Structured methodology with emphasis on structured programming;
- Object Oriented Methodologies;
- SCRUM Agile methodology;
- Team Foundation Server;
- Azure DevOps.

Minimum Required Qualification and Experience

- B.Sc. in Computer Sciences or equivalent from an accredited tertiary institution;
- Four (4) years’ professional experience in Software Development;
- One (1) year of experience working with senior officials and conducting senior level consultations;
- Proven track record of working effectively within multi-disciplinary teams.

Special Condition Associated with Job

- Ability to work effectively under pressure.

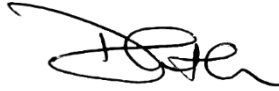
Please visit <https://www.lmis.gov.jm/> and submit applications accompanied by résumés **no later than Monday, 1st July, 2024 to:**

**Senior Director, Human Resource Management and Development
Ministry of Labour and Social Security
14 National Heroes Circle
Kingston 4**

Email: resume@mlss.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.

A handwritten signature in black ink, appearing to read 'Desreen Smith', with a stylized flourish at the end.

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