



Office of the Services Commissions

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6th December, 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 **Corporate Services Division, Attorney General's Chambers**:

1. **Director, Human Resource Management and Development (GMG/SEG 4)**, salary \$6,333,301 - \$8,517,586 per annum.
2. **Systems Administrator (MIS/IT 6)**, salary \$5,198,035 - 6,990,779 per annum.
3. **Paralegal Officer 4 (PLG/LS 4)**, salary \$2,190,302 - \$2,945,713 per annum.

1. **Director, Human Resource Management and Development (GMG/SEG 4)**

Job Purpose

Under the direction of the Senior Director, Corporate Services, the Director, Human Resource Management and Development will support the Human Resource needs of the Attorney-General's Chambers (AGC) to achieve organizational efficiency and effectiveness, in accordance with the vision and mission of the AGC and the Government's human resource management policies and guidelines.

Key Responsibilities

- Manages the development, implementation and maintenance of human resource (HR) policies and services to foster optimal staff involvement and to promote business success by:
 - Interpreting and implementing Government's HR policies;
 - Ensuring that new or revised policies are implemented and fully understood;
 - Advising the Senior Director, Corporate Services on various staff related matters;
 - Undertaking planning with Section Heads to determine targets and goals for the activities of the AGC;
 - Maintaining network links with HR Practitioners to keep abreast of new developments and best practices;
 - Identifying human resource gaps and developing proposals to narrow these gaps;
 - Recommending and interpreting the AGC's recruitment and termination policies;
- Conducts recruitment and retention of high calibre staff that matches the requirements of the Entity by:
 - Monitoring the HR functions to ascertain the effects on the operations of the Unit and making recommendations for improvements;
 - Matching current employees with the approved establishment and arranging to fill existing vacancies;
 - Evaluating the effectiveness of present manpower in the entity and developing methods effectively utilizing available human resource;
 - Co-ordinating the human resource requirements of the entity's programmes including budgeting and planning;
 - Managing the implementation of a Succession Plan to ensure the continuing ability to meet the needs of the entity;
 - Arranging for placement of new recruits;
 - Providing and administering appropriate selection tools and instruments;
- Co-ordinates the preparation of profiles of all staff to be appointed, promoted, employed, terminated, retired, appointed to act, etc.
- Provides advice on human resource policy issues by:
 - Advising individual members of staff of all benefits for which they are eligible, in keeping with Government of Jamaica HR policies;
 - Advising employees on matters affecting staff welfare;

- Collaborates with the Strategic Human Resource Management Division in the Ministry of Finance and the Public Service (MoFPS) on matters relating to employee benefits, compensation, industrial relations, reorganization and classification;
- Develops an efficient and effective personnel record system in collaboration with the Senior Director, Corporate Services and the ICT Unit;
- Keeps all rules and regulations which affect staff current and posted for their information;
- Guides the provision of HR development and organizational efficiency by:
 - Conducting Training Needs Assessments and aligning employees' gaps with appropriate training interventions;
 - Participating in operational reviews and studies designed to improve the workflow and processes of the entity;
 - Conducting job analysis.
 - Overseeing the development/review of Job Descriptions for all positions;
 - Supporting the promotion of the use of technology to increase efficiency;
- Monitors the Employee Performance Management Process by:
 - Overseeing the Employee Performance Management Process within the Entity;
 - Providing advice to Unit Heads and other staff on all aspects of Performance Management;
 - Conducting audits and reviewing of Work Plans and Performance Reports for the staff and ensuring that the performance indicators are measurable;
 - Reviewing and monitoring the employee performance management process on a continuous basis and managing the recognition and rewards system;
 - Ensuring that the evaluations are conducted in an equitable and fair manner;
 - Resolving any disagreement which may result from the assessment process;
- Promotes/enhances a harmonious industrial relations climate by:
 - Initiating, promoting and maintaining sound industrial relations policies, procedures and practices for all employees in the organization;
 - Providing management advice on industrial relations matters and representing the entity in negotiations with trade unions and staff associations;
- Keeps abreast of trends and changes in HRM & D methodologies and technology, career and professional development;
- Keeps abreast of trends and changes in operations management and service delivery and recommends/implements changes, where necessary, to improve the service quality and productivity of the organization;
- 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 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:

- In-depth knowledge of human resource management and development principles and practices;
- In-depth knowledge of the Public Service Regulations and Staff Orders;
- Good knowledge of statutes, legislations, regulations policies and procedures administered by the SHRMD;
- Excellent presentation skills;
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations;
- Problem solving and negotiation/facilitation skills and experience;
- 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 teams that deliver within a budget, in a complex environment);
- Ability to create commitment to a strong and consistent customer service philosophy.

Minimum Required Qualification and Experience

- Bachelor's Degree in Strategy Management, Governance, Human Resource Management, Management Studies, Public/Business Administration, or related social sciences;
- Six (6) years' experience in a Human Resource Management environment with at least three (3) in a senior management position;
- Experience in Government organizations, particularly in a legal setting, would be an asset
- Certificate in Supervisory Management.

2. Systems Administrator (MIS/IT 6)

Job Purpose

Under the general direction of the Director of Information Technology and Knowledge Management, the Systems Administrator is responsible for managing, monitoring and maintaining the organization's ICT network. This includes managing servers, networks, file management system, active directory, Microsoft 365 Platform and other core technologies to ensure smooth and secure operations. The Systems Administrator will partner with the Communications Unit in content management for the AGC Website and oversee software/hardware upgrades and contribute to strategic IT planning.

Key Responsibilities

- Develops and maintains knowledge of the Chambers' ICT portfolio and develops procedures to manage same;
- Designs and deploys the organisation's LAN and wireless networks, including servers, routers, switches, UPS, 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 availability of the network by ensuring network access, monitoring, control, evaluation and documentation practices are maintained and adhered to;
- Develops, maintains and performs operational procedures and ensures operational tasks are performed reliably and consistently to reduce the risk of unplanned outages;
- Evaluates new network hardware and software solutions and monitors the market for emerging technology;
- Plans and implements backup storage and protection for the organization's ICT landscape;
- Manages, configures and maintains domain controllers, NAS, and print servers;
- Manages Microsoft 365 and ensures synchronization with active directory;
- Plans, configures and manages file management systems (existing and upcoming);
- Leads technical efforts in migrating to new systems (software/hardware upgrades);
- Performs data backups, disaster recovery planning, and testing;
- Oversees IT budget and procurement for infrastructure improvements;
- Co-ordinates equipment repair and manages administrative processes related to borrowing and returning equipment;
- Supervises IT specialists and junior IT staff, providing guidance and technical training;
- Manages subscriptions for third-party software (e.g., Adobe, Microsoft 365 etc);
- 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 and participating in ICT initiatives;
- Establishes procedures that facilitate the conducting of post-resumption reviews;
- Manages the allocation of access privileges of users to ensure appropriate security settings are applied, in accordance with organisation policies and application owner-defined parameters;
- 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 physical security of computer and network facilities.

- Conducts research on network and security products, services, protocols and standards, to remain abreast of developments in the networking industry;
- Recommends network and security process improvement initiatives in the organization where gaps exist;
- 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 oral and written communication skills;
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values;
- Strong analytical and problem-solving skills;
- Sound leadership skills;
- Strong customer relations skills;
- Excellent planning and organizing skills;
- Excellent judgment and decision-making skills;
- Ability to influence and motivate others.

Technical:

- Sound knowledge of LAN, WAN, and WLAN design and implementation;
- Good knowledge of network capacity planning, network security principles, and general network management best practice;
- Good knowledge of core routing and switching design principles, best practices, and related technologies;
- Working technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches, firewalls, remote access, DNS, VLAN, DSL, and Ethernet;
- Sound knowledge of Windows Servers and Operating System;
- Excellent hardware troubleshooting capabilities and network monitoring and analysis software;
- Working knowledge of Microsoft SQL Server/Access database software/SharePoint software;
- Sound knowledge in defining organisational information security requirements;
- Ability to identify and analyse information security risks;
- Advanced IT skills in relation to Word, PowerPoint, Excel and Adobe Pro;
- Knowledge of database and file management techniques.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, ICT and Management Information Systems or a related discipline;
- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification would be an asset;
- Four (4) years' related experience in Systems Management.

3. Paralegal Officer 4 (PLG/LS 4)

Job Purpose

Under the general direction of the Director, Documentation, Information and Access Services, the Paralegal Officer is responsible for providing paralegal support by facilitating the process of filing and serving of court documents. The Paralegal Officer is also responsible for obtaining information for the preparation of legal documents and relevant matters being dealt with by the Department.

Key Responsibilities

- Examines and accepts documents served on the Department;
- Files documents in the Courts within the agreed timeframe;
- Serves legal documents on various law firms and individuals;
- Checks court files to ensure that they correspond with documents on the Department's files;
- Processes requests from Attorneys-at-Law for trial dates matters at the Supreme Court;

- Processes requests from Attorneys-at-Law for in-chamber hearings at the Supreme Court;
- Processes requests for legal documents to be perfected in the Courts;
- Conducts searches at the Supreme Court to obtain and clarify information;
- Routes files and legal documents to Legal Officers;
- Maintains an up-to-date register of all service addresses and contact information;
- Digitises and uploads all documents received for filing and serving on the Department's database;
- Submits monthly reports in a timely manner;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good interpersonal and teamwork skills;
- Good oral and written communication skills;
- Strong analytical and problem-solving skills;
- Strong customer relations skills;
- Excellent planning and organising skills;
- Excellent time management and organizational skills;
- Excellent judgment and initiative.

Technical:

- Working knowledge of paralegal techniques and procedures;
- Working knowledge of court procedures;
- Proficient in Microsoft Office Suite.

Minimum Required Qualification and Experience

- Certificate in Paralegal Studies;
- Four (4) CSEC subjects, inclusive of English Language;
- Two (2) years' experience in a law office or legal environment.

Applications accompanied by résumés should be submitted **no later than Thursday, 19th December, 2024 to:**

**Senior Director, Corporate Services
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.



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