



Office of the Services Commissions

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CIRCULAR No. 496 **OSC Ref. 6272¹⁸**

9th 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/be assigned to the following posts in **Office of the Prime Minister (OPM)**:

- 1. Manager, Information Systems (MIS/IT 7) (Vacant) - Information and Technology (ICT) Unit**, salary range \$6,331,301- \$8,517,586 per annum.
- 2. Programmer/Analyst (MIS/IT 5) (Not Vacant) - Information, Communication and Technology (ICT) Unit**, salary range \$4,266,270 - \$5,737,658 per annum.
- 3. Systems Hardware Officer (MIS/IT 4) (Vacant) - Information, Communication and Technology (ICT) Unit**, salary range \$3,501,526 - \$4,709,163 per annum.

1. Manager, Information Systems (MIS/IT 7)

Job Purpose

Reporting to the Permanent Secretary, the incumbent is responsible for the development, implementation and maintenance of an Information Communication and Technology Infrastructure and Management Systems to support the mandate and objectives of the Office of the Prime Minister (OPM).

Key Responsibilities

- Provides technical advice/guidance to the Permanent Secretary, Chief Technical Director, Directors, Senior Managers of the Office of the Prime Minister and other key stakeholders on matters relating to Information, Communication and Technology;
- Develops and monitors the implementation of the Unit's Corporate and Operational Plans;
- Prepares and manages the Unit's Annual Budget and makes adjustments, where necessary, to avoid overruns or underutilization;
- Manages the resources of the Unit to ensure optimal utilization, cost efficiency and value-added;
- Co-ordinates the procurement of IT equipment and related materials;
- Keeps abreast of trends and development in Information Technology and recommends their adoption/application, where appropriate, to increase the effectiveness and productivity of the Ministry;
- Develops and implements technical standards for the design, development, and maintenance of software, applications and information systems and ensures standardization of software, operating systems and networking environment;
- Develops and implements programmes, including a Disaster Recovery Plan, for the physical and electronic security of the Ministry's equipment, software and data;
- Develops and implements policies to guide the access and utilization of information systems such as email, internet, intranet and other relevant systems;
- Ensures the Ministry is fully compliant with copyright requirements for all software;
- Establishes and oversees the implementation of an Information Technology Help Desk to ensure timely response to end users' problems, minimizing downtime and disruption in work;
- Collaborates with Human Resources Development and Management Division, develops and implements a Succession Planning Programme to ensure continuity of skills and competencies in the Unit, personal development and career advancement of employees;
- Manages the welfare and development of staff in the Unit through the preparation of performance appraisals and recommendation of required training and development programmes;
- Provides leadership to staff through effective objective setting, delegation and communication;
- Plans and implements IT Training Programmes to improve IT competence of all Ministry personnel;

- Ensures the maintenance of systems users/groups access control lists and monitors fault tolerance requirements of network communications equipment to ensure maximum uptime;
- Establishes and maintains systems/programmes to foster a culture of “service and team work” within the Unit;
- Represents the Office of the Prime Minister at meetings, conferences and other functions as directed;
- Reviews hardware and software acquisition and maintenance contracts and pursues master agreements to capitalize on economies of scale;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Excellent leadership and team building skills;
- Well-developed human resource skills;
- Excellent communication, report writing and presentation skills;
- Highly developed analytical and problem-solving skills;
- Proven knowledge in systems design and development from business requirements analysis through the day-to-day management;
- Working knowledge of Microsoft network operating systems and local and wide area networks;
- Working knowledge of Database Management Systems;
- Ability to exercise sound judgment and conviction of purpose in unfavourable or unpopular situations;
- Sound personal and professional integrity, reflecting high ethical and moral values.

Minimum Required Qualification and Experience

- Master’s Degree in the field of Computer Science, Management Information Systems, Information Technology or Business Administration from a recognized tertiary institution, **plus** three (3) years’ managerial experience working in the ICT Industry.
- OR**
- Bachelor’s Degree in the field of Computer Science, Management Information Systems, Information Technology or Business Administration from a recognized tertiary institution, **plus** five (5) years’ managerial experience working in the ICT Industry;
 - Training in Management.

Special Conditions Associated with the Job

- Travel to meetings/workshops at offices off-site;
- Required to work beyond normal working, whenever the need arises.

2. Programmer/Analyst (MIS/IT 5)

Job Purpose

Under the general direction of the Manager, Management Information Systems, the Programmer/Analyst is responsible for analyzing processes and workflows within the various Divisions, Departments and Units of the Ministry, in order to realize increased efficiency and productivity through process improvement and/or re-engineering. Utilizing targeted ICT solutions to simplify and automate standard procedural work, the Programmer/Analyst is also responsible for the provision of user support.

Key Responsibilities

- Analyzes workflows in the various Divisions and Units of the Ministry and recommends process improvements leading to productivity and efficiency gains;
- Identifies options for potential solutions and assesses for both technical and business suitability;
- Recommends systems, commercial or custom to increase productivity and efficiency;
- Prepares cost-benefit and return-on-investment analyses to aid in decisions on system implementation;
- Develops business requirement documents for proposed systems through close collaboration with users and developers;
- Works closely with developers and end-users to ensure technical compatibility and user satisfaction with systems during development

- Develops, documents and revises system design procedures, test procedures, and quality standards;
- Configures and maintains network communications equipment;
- Configures, installs and maintains domain servers;
- Develops systems including the generation of programming codes and database construction;
- Implements data backup and recovery procedures and general systems maintenance schedules;
- Monitors Desktop Computer Systems (hardware/software) to determine compliance with the operating environment standards;
- Analyzes and rectifies problems (hardware and software) reported by users,
- Assists with the development and implementation of policies, procedures and standards for Information Technology functions and programmes;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills;
- Excellent problem-solving and analytical skills;
- Excellent planning and organizing skills;
- Excellent interpersonal skills;
- Excellent customer and quality focus;
- Ability to work in a team;
- Ability to use own initiative;
- Results oriented;
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities;
- Knowledge of Relational database development and maintenance;
- Knowledge of Microsoft SQL Server 2012 or higher;
- Knowledge of a broad range of relevant multi user computer systems and applications;
- Knowledge of current technological developmental trends in area of expertise;
- Sound knowledge of Networking technology and Systems Analysis;
- Extensive knowledge of systems analysis tools, methods and practices;
- Knowledge of process improvement options and methodologies;
- Ability to translate between technical and non-technical staff;
- Good project management skills in an information systems environment;
- Background in systems development with emphasis on client/server systems;
- Knowledge of software development life cycle;
- Good understanding of database design and database systems;
- Understanding of computer networks and hardware components;
- Working knowledge of Microsoft Office Suite, Visio, and Microsoft Project.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or Electrical Engineering/Electronics or equivalent from a recognized tertiary institution;
 - Two to three (2-3) years' experience in related field.
- OR**
- Diploma in Computer Studies or equivalent, plus three (3) years' experience in related area.

Special Condition Associated with the Job

- Required to work beyond normal working hours, whenever the need arises.

3. Systems Hardware Officer (MIS/IT 4)

Job Purpose

Under the general direction of the Manager, Information Systems, the Systems Hardware Officer is responsible for planning, organizing and executing activities to ensure the stable operation of the organization's hardware platforms and Information Technology (IT) infrastructure generally. This includes developing, maintaining, supporting and optimizing key areas particularly in network infrastructure, server infrastructure, data communications and desktop computing platforms. The Systems Hardware Officer is also responsible for scheduling and directing activities to resolve hardware and software problems in a timely and accurate manner.

Key Responsibilities

- Designs and implements short to medium term plans to ensure infrastructure capacity meets existing and future requirements;
- Implements and maintains policies, procedures for infrastructure administration and management;
- Participates in the development of IT strategies for the IT infrastructure;
- Conducts research and makes recommendations on products, services, protocols and standards in support of all infrastructure establishment and management efforts;
- Establishes performance baselines for infrastructure elements that support business critical systems and services;
- Prepares and evaluates RFPs, bid proposals, contracts, scope of work reports and other documentation for infrastructure projects and associated efforts;
- Participates in negotiations with vendors, outsourcing organizations and contractors to secure infrastructure-specific products and services;
- Assists with the planning and deployment of infrastructure security measures;
- Manages and sets priorities for the support, maintenance, development and evaluation of all infrastructure systems, including Local Area Networks (LANs), Wide Area Networks (WANs), Intranet, server and desktop hardware security, wireless implementations, etc.;
- Conducts feasibility analysis for various infrastructure upgrade projects and improvements;
- Defines and implements hardware and software standards in conjunction with other stakeholders;
- Monitors network performance and provides network performance statistics and reports; develops strategies for maintaining network infrastructure;
- Monitors server performance and provides performance statistics and reports; develops strategies for maintaining Server Infrastructure;
- Conducts routine maintenance of network communications equipment;
- Analyzes and rectifies problems (hardware and software) reported by users;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Working knowledge of storage platforms particularly storage area networks;
- Knowledge of current protocols and standards, including ITIL, ISO 27000, Project Management;
- Demonstrated knowledge of various Windows server and desktop operating systems including Server 2008 R2, 2012 Datacenter R2, Windows 7 & 8.1;
- Ability to make sound and logical judgments;
- Good understanding of the organization's goals and objectives;
- Good understanding of the principles regarding continual service improvement;
- Strong analysis, interpersonal, written and oral communication skills;
- Ability to perform general mathematical calculations for the purpose of creating needs assessments, budgets, and so on;
- Ability to conduct research into issues and products, as required;
- Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations;
- Ability to present ideas in a user-friendly language;
- Highly self-motivated and directed with keen attention to detail;
- Proven analytical and problem-solving abilities;
- Strong customer service orientation;
- Experience working in a team-oriented, collaborative environment.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science from an accredited tertiary institution plus **two (2) years'** experience in related field or Diploma in Computer Science from an accredited tertiary institution plus three (3) years' experience in related field;
- Certifications in ITIL Foundation, CCNA or Network+, Microsoft Server 2008 R2 or 2012 Datacenter R2 is a distinct advantage;
- Three (3) years' experience managing or supporting IT infrastructure or similar role;
- Hands-on experience in troubleshooting network and server hardware issues;
- Application support experience with Microsoft Office 2010/2013; Browsers (Google Chrome, IE 8 and above);
- Experience in interpreting the applicability of local laws and regulations to the Ministry operations (e.g. GoJ Procurement Procedures).

Special Conditions Associated with the Job

- May be required to work outside of normal work;
- Occasional inspection of cables in floors, ceilings and equipment racks;
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

Applications accompanied by résumés should be submitted **no later than Friday, 20th December, 2024 to:**

Senior Director
Human Resource Development and Management Division
Office of the Prime Minister
1 Devon Road
Kingston 10

E-mail: jobs@opm.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