



Office of the Services Commissions

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CIRCULAR No. 485 **OSC Ref. C. 6222¹³**

4th 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 **vacant** post of **Senior Programmer/Analyst (MIS/IT 6)** in the **Information and Communications Technology Branch, Post and Telecommunications Department**, salary range \$5,198,035 - \$6,990,779 per annum.

Job Purpose

Reporting to the Manager, Software Development & Database Administration, the Senior Programmer/Analyst, in support of the development and maintenance of the Department's applications, guides the development of programme specifications and oversees testing efforts. The incumbent is the technical lead in the daily implementation of application/services development projects, preparation of detailed programme specifications and undertaking system, programming and testing tasks that require specialist knowledge and/or experience.

Key Responsibilities

Management/Administration:

- Prepares performance reports for submission to Supervisor;

Technical/Professional:

- Plans Programming Projects by confirming Programme objective(s) and specifications;
- Develops system and programming specifications by confirming logical sequence and flowcharts and researches and employs established operations;
- Verifies programme operation by conducting tests;
- Identifies work process improvements and recommends new technology;
- Ensures the installation and programming modification of application software packages;
- Evaluates and modifies existing programmes to accommodate changes in system requirements;
- Ensures the preparation of data for display on other media (Internet, Intranet, laptops, etc.); Assists with the development of courses on the proper usage of software applications, and other ICT-related tools to be delivered to all Department's end users in an effort to:
 - Educate all end users on best practices.
 - Educate all users on the Department's ICT Software Application Usage Policy.
- Resolves and troubleshoots problems and complex issues - Investigates and provides solutions;
- Develops and implements programmes, designs and codes;
- Provides appropriate documentation for each programme, e.g. documenting system and application functions;
- Performs tests and fixes bugs;
- Tunes up design for maintainability, scalability and efficiency;
- Defines and effects corrective measures for errors and omissions identified;
- Ensures re-work of project tasks, which do not conform to prescribed systems, development standards and functional requirements;
- Integrates best qualitative practices in design and development aspects of programmes

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;
- Ensures that staff is aware of and adheres to the policies, procedures and regulations of the Department.
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;

Required Knowledge, Skills and Competencies

Knowledge of:

- Relevant languages and development tools including PHP, C#, etc.
- Developing databases and queries using Relational Database Management System such as MS-SQL Server and MYSQL
- Windows and Unix Operating Systems
- cPanel, IIS, XAMPP
- Crystal Reports and Business Intelligence tools
- Structured programming principles, system analysis techniques, system design, industry standard testing principles, system implementation and user training
- Multiple platform function including Mini-Computers, Personal Computers and workstations, to include operating system, utilities, shared and peer function
- The interdependent relationship between infrastructure, information security and the applications/services they enable, as well as the criticality of maintaining strong connections between the respective teams within ICT
- Project management principles
- Departmental/GOJ procedures, management principles and administration in public sector.
- The Postal Industry and its operations
- Computerized management information systems and relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Studies/Electrical Engineering/Electronics or equivalent qualification from an accredited tertiary institution.
- Training in administrative principles and techniques and/or management training, plus;
- Four (4) years experience in the field of Software and Web Development.
- Knowledge of project management would be an asset.

OR

- Diploma in Computer Studies from an accredited Institution or the equivalent plus five (5) years experience in the field of Software and Web Development.
- Training in administrative principles and techniques and/or management training.
- Knowledge of project management would be an asset.

OR

- Professional certification in Computer Studies from Microsoft, CISCO, CCNA certified or the equivalent plus six (6) years' experience in the field of Software and Web Development.
- Training in administrative principles and techniques and/or management training.
- Knowledge of project management would be an asset.

Special Conditions Associated with The Job

- Work requires almost exclusive usage of computers
- Travel locally
- May be required to work beyond regular work hours

Applications accompanied by résumés should be submitted **no later than Tuesday, 17th December, 2024 to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6-10 South Camp Road,
Kingston, CSO**

Email: hrunit@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**