**CIRCULAR No. 12**                                                  **15th January, 2025**
**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 following **vacant** posts in the **Island Traffic Authority (ITA):**

1. **Senior Director, ICT (Level 10)**, salary range $6,333,301- $8,517,586 per annum.

2. **Director, Human Resource Management and Development (Level 9)**, salary range $5,198,035 - $6,491,633 per annum.

3. **Director, Standards, Operations and Training (Level 9)**, salary range $5,198,035 - $6,491,633 per annum.

4. **Manager, Standards and Operations (Level 7)**, salary range $4,266,270 - $5,737,659 per annum.

5. **Manager, Human Resource Development (Level 7)**, salary range $4,266,270 - $5,737,659 per annum.

6. **Manager, Organizational Development and Change Management (Level 7)**, salary range $4,266,270 - $5,737,659 per annum.

7. **Standards Specialist (Level 6)**, salary range $3,501,526 - $4,709,163 per annum.

8. **Systems Analyst (Level 5),** salary range $2,803,771 - $3,770,760 per annum.

9. **Senior Human Resource Officer (Benefits) (Level 4)**, salary range $2,190,302 - $2,945,713 per annum.

10. **Administrative Assistant (Level 2)**, salary range $1,439,455 - $1,935,907 per annum.

1. **Senior Director, ICT (Level 10)**

**Job Purpose**

The Senior Director, ICT, leads the activities of all areas of Information Communication Technology (ICT) in the Island Traffic Authority (ITA). The incumbent also formulates, develops and implements ICT policies, plans and strategies to guide the Authority in achieving its short and long-term goals and objectives.

**Key Responsibilities**

*Management/Administrative:*
- Reviews and revises ICT policies and procedures in accordance with industry standards
- Participates in the development of the strategic direction of the Authority;
- Leads the development and implementation of the Division's Operational Plan and Budget;
- Represents the Authority in meetings, conferences, seminars, workshops, as required;
- Provides technical advice to the Director General, Heads of Divisions and Branches and other relevant personnel on planning, monitoring and evaluation;
- Prepares reports, presentations and other official documents towards the effective management of the Technical Services Division.

*Technical/Professional:*
- Develops, implements and maintains policies to guide and inform the use of ICT in the Authority;

- Maps the business processes of the Authority and puts in place new systems to improve productivity and efficiency;
- Facilitates the development of a robust and resilient ICT infrastructure through proper planning, forecasting and adherence to international standards in design and implementation
- Plans the development of a Wide Area Cloud Network (WAN) linking the Authority with all of its agencies and portfolio entities and develops a set of protocols governing the exchange of information and communication between the entities;
- Plans the virtualisation of the operating environment to increase productivity and reduce cost;
- Establishes ongoing systems analysis for systems improvement and directs new system development;
- Provides technical expertise to the Director General/CEO and Divisional and Branch Heads to provide for adequate ICT services and to chart the course for the integration of the networks;
- Directs the development of security strategies to protect the network and data;
- Directs the development of benchmark and baseline performance testing for systems;
- Oversees the development of systems for the care and maintenance of computer and network equipment;
- Develops and maintains short and long-range plans for the implementation of technology within the ITA;
- Develops, reviews, evaluates and recommends proposals for hardware and/or software acquisition, especially in relation to integrated motor vehicle and driver systems;
- Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment and/or systems;
- Develops training plan for ICT staff to achieve and maintain the relevant technical competencies to deliver quality IT support and service to the Authority;
- Proposes new marketing direction for the Authority by utilising social business and media;
- Plans the implementation of open-source platforms to reduce IT costs;
- Adapts and changes ICT polices based on new internal and external demands.

*Human Resource:*
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action, where necessary, to improve performance and/or attaining established personal and/or organisational goals;
- Participates in the recruitment of staff for the Division/Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Facilitates welfare and development of staff in the Division/Unit;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Contributes to the development and implementation of a Succession Planning Framework, in collaboration with the Human Resource Division, through the development of procedural manuals and other duties prescribed within the framework;
- Prepares and conducts presentations on the role of Division/Branch for the Orientation programme;
- Performs any other related duties that may be assigned from time to time.

## Special Condition Associated with the Job:

- Will be required to work long hours, after hours and on weekends and public holidays, when the need arises.

## Required Knowledge, Skills and Competencies

*Core:*
- Good leadership skills
- Good interpersonal and people management skills
- Good oral and written communication skills
- Good problem-solving and analytical skills
- Results/goal-oriented
- Integrity

*Technical:*
- Strategic thinking skills
- Sound knowledge of networking technologies and software development principles

- Knowledge of international standards and best practice in IT policy development and implementation
- Ability to direct and co-ordinate the development and integration of integrated computer systems involving network infrastructure and client/server business applications.
- Knowledge of data security systems disaster recovery procedures
- Ability to evaluate and assess computer systems and hardware/software proposals for technical merit, cost effectiveness and business application
- Ability to communicate with and understand the requirements of professional staff in their area of specialisation
- Knowledge of current technological developments/trends

## Minimum Required Qualification and Experience

- Master's Degree in an ICT discipline with relevant managerial experience;
- Five (5) years of experience in a related field;
- Certification in Cisco Network and/or Microsoft System Engineering would be an asset.

**OR**

- Bachelor's Degree in ICT Discipline with relevant managerial experience;
- Eight (8) years of experience in a related field;
- Certification in Cisco Network and/or Microsoft System Engineering would be an asset.

## 2. Director, Human Resource Management and Development (Level 9)

## Job Purpose

The incumbent is responsible for leading and managing the human resource management, talent development and organization development functions of the ITA, by ensuring that best practices are implemented to achieve organizational efficiency and effectiveness.

## Key Responsibilities

*Management/Administrative:*
- Provides professional advice and the interpretation of HR policies for the ITA;
- Establishes human resource links between strategies and objectives of the Divisions;
- Establishes and describes links between corporate policies and personnel activities;
- Undertakes planning with senior staff to determine targets and goals for the activities of the Division, ensuring standardisation of accompanying procedures;
- Develops the Division's Strategic/Operational Plan and Budget;
- Develops Individual Work Plan based on strategic alignment with Division's Operational Plan;
- Advises the various HR Committees that make recommendations for the implementation of improved HR policies and programmes;
- Represents the ITA at meetings, seminars, conferences and workshops, or on committees, to examine and evaluates standard, incentive systems and HR policies and programmes;
- Directs the benefits administration of staff wellness programmes;
- Evaluates implementation of HR programmes and provide recommendations to correct weaknesses.

*Technical/Professional:*
- Formulates human resource policies and procedures that guide the Human Resource functions of the ITA, in keeping with government regulations and laws;
- Directs the implementation of various procedures that support the strategic objectives of the Division;
- Chairs the interview panel for selection of Senior Management Placements;
- Recommends and guides the development of the Authority's grievance and termination policies;
- Promotes policies and programmes that support the retention of staff possessing the ability to accomplish the ITA's objectives;
- Monitors the HR functions to ascertain the effects on the operations of the Branch and develops strategies for improvements;
- Monitors the preparation of quarterly reports for submission to the Human Resource Committee;
- Conducts research to support any recommended changes to Human Resource policy issues;
- Provides guidance and support to Committee that deals with infractions for staff; submits recommendations and reports to the Committee, as necessary;
- Guides the development of the ITA's training policies and the provision of talent development for staff, thereby ensuring that a skilled work force is provided;

- Directs the operational reviews and studies designed to improve the workflow and processes of Divisions, Branches and Unit;
- Supports the promotion of the use of technology to increase efficiency;
- Manages the implementation and maintenance of the Performance Management and Appraisal System;
- Provides guidance to the ITA staff in the preparation of their Work Plans;
- Establishes the recognition/reward system;
- Provides feedback to Divisional Heads and recommends areas for improvement, as necessary;
- Promotes/enhance harmonious industrial relations climate;
- Manages the occupational health and safety of employees at various stations across the island and Head Office;
- Conducts negotiations and mediating activities to maintain good working relations
- Manages enrolments/disenrollment to the Authority's Pension Fund, in keeping with staffing decisions, and ensures accuracy of contributions.

*Human Resources:*
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiatives correction action, where necessary, to improve performance and/or attainestablished personal and/or organisational goals;
- Participates in the recruitment of staff for the ITA and recommends transfers, promotion, termination and leave, in accordance with established human resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Maintains a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the onboarding or Orientation programme/process;
- Performs any other related duties that may be assigned from time to time.

## Required Knowledge, Skills and Competencies

*Core:*
- Good planning and organizing skills
- Team and results oriented
- Good interpersonal skills
- Confidentiality and integrity
- Strategic thinking skills
- Good leadership skills
- Excellent oral and written communication skills
- Excellent time management skills and analytical skills

*Technical:*
- Sound knowledge of new and diverse training needs
- Sound knowledge of Human Resource Management functions, including industrial relations, occupation health and safety and compensation and benefits
- Knowledge of Organizational Development theory, concepts and practices
- Knowledge of relevant computer office applications and systems

## Minimum Required Qualification and Experience

- Master's Degree in the Social Sciences or Human Resource Management or equivalent qualification;
- Training in Industrial Relations and Occupational Health and Safety;
- Five (5) years' experience in a senior position of a similar nature.
**OR**
- Bachelor's Degree in Social Sciences or Human Resource Management or equivalent;
- Training in Industrial Relations and Occupational Health and Safety;
- Eight (8) years' experience in senior position of a similar nature.

### 3. Director, Standards, Operations and Training (Level 9)

**Job Purpose**

The incumbent is responsible for leading the development, assessment and maintenance of standards setting, quality assurance and operations development for the Island Traffic Authority, especially in the areas of driver management services, vehicle management service, safety and traffic management. The incumbent also establishes guidelines, manuals, technical publications and programmes for the effective delivery of services by the ITA.

The incumbent is also responsible for managing and directing the team of Standards Manager, Specialists and Operations Development Specialists for the provision of guidelines, manuals, technical publication, inspections/investigations and programmes for the effective and compliant delivery of services by the ITA.

**Key Responsibilities**

*Management/Administrative:*
- Leads and manages the Branch for effective planning, implementation and monitoring of standards and operational development programmes and projects;
- Fosters and maintains effective partnerships with stakeholders for the provision and presentation of detailed reports, guidelines, technical documents and investigation results;
- Provides technical advice to Deputy DG, Technical Services, as it relates to standards setting, quality assurance and operations development/training;
- Participates in the ITA's strategic planning process, streamlines the operations of the Standards, Operations and Training Branch with the highlighted strategic direction of the organization;
- Prepares and monitors contribution to the Operational Plan and Budget;
- Researches and provides insights on existing and future demands and services within standard setting, operational guidelines and operations development/training;
- Oversees the resolution of quality standards gaps and recommends methods to alleviate the problems or issues caused by those gaps, in collaboration and consultation with stakeholders;
- Prepares reports, presentations and other official documents relating to the Branch;
- Represents the ITA at national, regional and international meetings, seminars and conferences and provides required feedback and contribution.

*Technical/ Professional:*
*Standards Development and Compliance Monitoring:*
- Determines and reviews specifications for traffic management, driver management and vehicle management services, in keeping with international obligations, legal framework and best practices;
- Leads the monitoring of compliance with security, health and safety standards and guidelines at the ITA Service Hubs and for field and site visits by specialists, officers and analysts;
- Keeps abreast of new and emerging needs and services to be offered by the ITA and develops standards and guidelines for the provision of those services;
- Liaises with Bureau of Standards and other related entities in the development, roll out and maintenance of standards;
- Leads the assessment of the security, usability, maintenance schedule and operational levels of equipment and machinery utilised by the ITA;
- Sets requirements for raw materials, products and consumables from suppliers, including security features, agreements of non-disclosure or replication for other clients and monitoring of reports in relation to misuse of products provided to the ITA;
- Establishes listing and contacts for trusted suppliers and clients as the ITA's repertoire for efficient, effective and safe service and product delivery;
- Devises ways to improve manufacturing, examination or inspection processes performed by the ITA for Client and Technical Services;
- Provides veracity for ITA's final products, including but not limited to, fitness and licensing documentation;
- Oversees the development of Operational Manuals, Road Code and other technical publications from the Island Traffic Authority.

*Quality Assurance:*
- Manages the conducting of ad hoc inspections of all ITA permanent or temporary sites for conformance with quality and technical requirements;
- Designs, implements and improves all ITA's quality standards and provides corrective measures if they have not been adequately followed;
- Oversees the conducting of audits of business processes and outcomes for alignment with legal and policy obligations and objectives;
- Assesses customer complaints as it relates to quality standards and investigates for resolution and required actions to be taken;
- Reviews analyses provided by statistics, data analytics and management, and indicates areas to be improved based on results and findings of analytical reports.

*Operations Development/Training:*
- Oversees the development of Training Manuals, curriculum and training programmes for the ITA's external clients, including the Driver Training Manual, curriculum and programme for driving instructors and driving schools;
- Oversees the development of an in-house training programme curriculum for ITA's internal clients, including Examiners at the ITA Service Hubs;
- Monitors the effectiveness of the programmes through evaluations and assessments, in conjunction with the Human Resource Management and Development Division, and incorporates revisions and improvements, as needed;
- Prepares a method to determine Senior Examiners and Manager, ITA Service Hub best suited to become certified as Driving Instructors and/or instructors for the in-house training programme;
- Collaborates with learning institutions for the administration of the approved driver training programme for driving instructors and Heads of driving schools.

*Human Resource:*
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiatives correction action, where necessary, to improve performance and/or attain established personal and/or organizational goals;
- Participates in the recruitment of staff for the ITA and recommends transfers, promotion, termination and leave in accordance with established human resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the Onboarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.

## Required Knowledge, Skills and Competencies

*Core:*
- Excellent oral and written communication skills
- Good interpersonal skills
- Excellent analytical skills
- Good leadership skills
- Integrity
- Customer and quality focus
- Team and results oriented
- Excellent problem-solving and decision-making skills
- Ability to work well under pressure

*Technical:*
- Strategic thinking skills
- Results based monitoring
- Collaboration and negotiating skills
- People Management skills
- Excellent knowledge of standards and quality assurance measures regarding safety, traffic management, driver management service and vehicle management services within the ITA
- Project management skills

- Understanding of digital solutions/systems for quality and standards assurance and monitoring

## Minimum Required Qualification and Experience

- Masters Degree in Social Sciences, Public Administration or related field;
- Training in Standards and Quality Assurance or Certification in Six Sigma or Quality Improvement Associate would be an asset;
- Five (5) years related experience in management of quality inspections and audits, standards setting in road traffic services and development strategies for technical knowledge requirements for driver and vehicle management services.

**OR**

- Bachelors Degree in Social Sciences, Public Administration or related field;
- Training in Standards and Quality Assurance or Certification in Six Sigma or Quality Improvement Associate would be an asset;
- Eight (8) years related experience in management of quality inspections and audits, standards setting in road traffic services and development strategies for technical knowledge requirements for driver and vehicle management services.

## Special Condition Associated with the Job:

- Will be required to occasionally travel to all sections of the island as needed for leadership of island-wide monitoring and investigations regarding compliance, safety and security standards;
- Will be required to work beyond normal working hours and meet tight deadlines.

## 4. Manager, Standards and Operations (Level 7)

## Job Purpose

The incumbent is responsible for managing the development, assessment and maintenance of standards setting, quality assurance for Island Traffic Authority, especially in the areas of driver management services, vehicle management service, safety and traffic management.

The incumbent is also responsible for managing and directing the team of Standards Specialists in the provision of specifications and guidelines, inspections/investigations and monitoring of quality, security, safety and technical requirements for services.

## Key Responsibilities

### Management/Administrative:
- Prepares Individual Work Plan based on alignment with the Branch's Operational Plan;
- Develops and makes presentations on various stakeholders and partners in the provision of quality and technical standards management and advice;
- Participates in meetings, workshops and conferences on behalf of the Branch and Authority;
- Provides technical advice as it relates to technical and quality standards and specifications projects and proposals, incorporating recognised standards and guidelines;
- Assists in the development of the Branch's Corporate/Strategic, Operational Plans, quarterly and annual reports and budget;
- Advises Senior Manager, Standards, Operations and Training on area of expertise in partnership with other staff/team members to provide a comprehensive and detailed basis for all technical and quality standards recommendations and strategies;
- Assists in the preparation of guidelines for project proposals and plans;
- Manages the team of standards specialists through the development, monitoring, review, improvement and evaluation of technical and quality standards, specifications and guidelines.

### Technical/Professional:
### Standards and Specifications Development and Compliance Monitoring:
- Develops specifications provided in Technical and Operational Manuals in collaboration with the relevant Heads of Branches and Divisions for vehicle management, driver management and traffic management services;
- Conducts and co-ordinates, with Specialists, the monitoring of security, health and safety standards and guidelines at the ITA Service Hubs, field and site visits;

- Liaises and contacts Bureau of Standards and other related entities in the development, roll out and maintenance of standards;
- Assesses the security, usability, maintenance and operational levels of equipment and machinery utilised by the ITA;
- Assesses requirements set for raw materials, products and consumables from suppliers, including security features, agreements of non-disclosure or replication for other clients and monitoring of reports in relation to misuse of products provided by the ITA;
- Vets and maintains listing and contacts for trusted suppliers and clients for effective, efficient and safe service and product delivery;
- Provides veracity for ITA final products, including but not limited to, fitness and licensing documentation;
- Develops and approves Operational Manuals, Road Code and other technical publications from the Island Traffic Authority.

*Quality Assurance:*
- Conducts and coordinates with direct reports for the conducting of ad hoc inspections of all ITA permanent and temporary sites for conformance with quality and technical standards;
- Prepares detailed reports on results and findings of inspection and categorise levels of risks and possible breaches;
- Implements and improves all ITA quality standards and provides corrective measures if they are not adequately followed;
- Conducts and co-ordinates auditing of business processes and outcomes for alignment with legal and policy obligations and objectives;
- Investigates customer complaints as it relates to quality standards and provides resolution and required actions to be taken;
- Reviews analysis provided by Statistics, Data Analytics and Management and indicates areas for improvement based on results and findings of analytical reports.

*Human Resource:*
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiatives correction action, where necessary, to improve performance and/or attain established personal and/or organizational goals;
- Participates in the recruitment of staff for the ITA and recommends transfers, promotion, termination and leave in accordance with established human resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Maintains a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the Onboarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.


## Required Knowledge, Skills and Competencies

*Core:*
- Good oral and written communication skills
- Good interpersonal skills
- Integrity
- Methodical
- Customer and quality focus
- Team and results oriented
- Excellent problem-solving and decision-making skills
- Good leadership skills
- People Management skills
- Ability to work well under pressure

*Technical:*
- Excellent knowledge of standards and quality assurance measures regarding safety, traffic management, driver management service and vehicle management services within the ITA
- Ability to conduct thorough investigations and compliance monitoring
- Understanding of digital solutions/systems for quality and standards assurance and monitoring

**Minimum Required Qualification and Experience**

- Masters Degree in Social Sciences, Public Administration or related field;
- Training in Standards and Quality Assurance or Certification in Six Sigma or Quality Improvement Associate would be an asset;
- Four (4) years related experience in management of quality inspections and audits, standards setting in road traffic services and development strategies for technical knowledge requirements for driver and vehicle management services.

**OR**

- Bachelors Degree in Social Sciences, Public Administration or related field;
- Training in Standards and Quality Assurance or Certification in Six Sigma or Quality Improvement Associate would be an asset;
- Six (6) years related experience in management of quality inspections and audits, standards setting in road traffic services and development strategies for technical knowledge requirements for driver and vehicle management services.

**Special Conditions Associated with the Job**

- Required frequent travel to all sections of the island, as needed for management and conducting of investigations and monitoring regarding compliance of technical, quality, safety and security standards;
- Will be required to work beyond normal working hours and meet tight deadlines.

## 5. Manager, Human Resource Development (Level 7)

**Job Purpose**

The incumbent is responsible for satisfying the training and development needs of employees within the ITA, in order to maximise their potential and enable the Authority to achieve its strategic objectives.

**Key Responsibilities**

*Management/Administrative:*
- Leads and manages the Unit for effective analysis and planning human resource development programmes and projects;
- Fosters and maintains effective partnerships with stakeholders for the implementation of human resource development policies, procedures, strategies and initiatives;
- Provides technical advice to Senior Manager, HRM&D, as it relates to area of expertise;
- Contributes to the development of the Division's Strategic and Operational Plans and Budget;
- Researches and provides insights on existing and future demands and services within human resource development;
- Prepares and delivers reports, presentations and other official documents towards the effective management and provision of services;
- Represents the ITA at national, regional and international meetings, seminars and conferences and provides required feedback and contribution.

*Technical/Professional:*
- Reviews training policies and procedures to ensure congruence with Strategic/Corporate plans and objectives;
- Conducts random assessments of local training programmes to determine relevance/suitability;
- Develops the Authority's training policy and designs the training and development plans to support its mission and objectives;
- Prepares training plans and schedules for all Divisions and Branches within the ITA;
- Conducts detailed Training Need Analysis annually/bi-annually and implements based on identified priorities
- Develops and manages a training programme to support the Succession Planning Programme;
- Collaborates with Standards, Operations and Training for the development of their In-house Training for selected categories of staff at the ITA Service Hub, and co-ordinates the implementation of training conducted by other officers to ensure that objectives are met;
- Establishes and maintains a cadre of competent presenters and other resource persons, internally and externally, and conducts evaluation of their performances;
- Maintains arrangements with local and overseas institutions to satisfy training needs of the ITA;

- Facilitates the upgrading of skills and provides maximum career advancement and development opportunities for officers;
- Researches and recommends improvements to instructional methodology based on applicable psychological and educational principles;
- Evaluates the impact of training programmes on the job performance of staff to ensure internal transfer of skills;
- Tracks and reports trends in the distribution of training effectiveness and assesses cost and benefits;
- Measures the ROI per person for training assessed;
- Reviews course contents periodically to maintain relevance;
- Re-designs training programmes and methods of instruments, where required, based on analysis of post training evaluation;
- Establishes and maintains language laboratories to facilitate multi-lingual skill set among staff.

### *Human Resources:*
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiatives correction action, where necessary, to improve performance and/or attain established personal and/or organisational goals;
- Participates in the recruitment of staff for the ITA and recommends transfers, promotion, termination and leave in accordance with established human resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Maintains a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organisation's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the Onboarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.

## Required Knowledge, Skills and Competencies

### *Core:*
- Good oral and written communication skills
- Team and results oriented
- Good planning and organizing skills
- Good interpersonal skills
- Integrity

### *Technical:*
- Creative and innovative
- Knowledge of new and diverse training methods and approaches
- Knowledge of relevant computer applications and systems

## Minimum Required Qualification and Experience

- Master's Degree in Social Sciences, Management Studies, Public Sector Management or related field;
- Training Certificate/Teaching Diploma;
- Three (3) years related experience.

**OR**

- Bachelor's Degree in Social Sciences, Management Studies, Public Sector Management or related field;
- Training Certificate/Teaching Diploma;
- Six (6) years related experience.


## 6. Manager, Organizational Development and Change Management (Level 7)

## Job Purpose

The incumbent is responsible for providing management analysis and organizational development service to the ITA with a view to improving the efficiency and effectiveness of its operations.

## Key Responsibilities

### *Management/Administrative:*
- Leads and manages the Unit for effective analysis and planning human resource management programmes and projects;
- Provides technical advice to Senior Manager, HRM&D, as it relates to area of expertise;
- Contributes to the development of the Division's Strategic and Operational Plans and Budget;
- Researches and provides insights on existing and future demands and services within organisation development;
- Prepares and delivers reports, presentations and other official documents towards the effective management and provision of services;
- Represents the ITA at national, regional and international meetings, seminars and conferences, and provides required feedback and contribution.

### *Technical/ Professional:*
- Manages/administers the implementation of human resource policies, in keeping with GOJ guidelines and regulations;
- Interprets and implements government's and ITA's human resource policies;
- Monitors to ensure that new or revised policies are implemented and understood;
- Identifies areas where human resource improvements are needed, and develops proposals to rectify same;
- Maintains links with HR practitioners to keep abreast of new developments and best practices;
- Evaluates and approves for implementation, policy proposals submitted by staff which will improve the efficiency and effectiveness of the organization;
- Conducts organizational and strategic reviews within the Island Traffic Authority;
- Documents areas in need of strengthening in terms of structure, systems and human resource development;
- Conducts preliminary surveys to determine and define the objectives of the study, scope of the study and appropriate methods and techniques to be employed and the requisite Terms of Reference;
- Manages the change process through the use of change management techniques and approaches to mitigate risks of resistance;
- Develops Change Management and Change Management Plans;
- Develops new and revises existing Job Descriptions;
- Conducts systems and procedure studies;
- Supports the implementation of the Performance Management Appraisal System (PMAS) and other reform initiatives;
- Facilitates the monitoring of the Performance Management and Appraisal System within the ITA to ensure equity and fairness;
- Initiates and develops strategic and tactical plans/programmes which will promote a healthy and proactive industrial relations climate;
- Monitors the implementation and maintenance of several programmes within ITA, such as the Service Excellence Programme, Orientation Programme, Internship Programme and Succession Planning Programme;
- Performs any other related duties that may be assigned from time to time.

## Required Knowledge, Skills and Competencies

### *Core:*
- Good oral and written communication skills
- Teamwork and co-operation
- Results oriented
- Good leadership skills
- People Management skills
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Confidentiality and integrity

### *Technical:*
- Excellent knowledge of Human Resource Management Techniques
- Good knowledge of Public Service Regulations, Staff Orders and other human resource legal documents
- Good knowledge of Labour Laws and Industrial relations practices
- Proficiency in relevant computer applications, including management information systems

**Minimum Required Qualification and Experience**

- Master's Degree in Human Resource Management or related field;
- Three (3) years related experience.

**OR**

- Bachelor's Degree in Human Resource Management or related field;
- Six (6) years related experience.

**7. Standards Specialist (Level 6)**

**Job Purpose**

The incumbent is responsible for developing and conducting assessment of technical standards and quality assurance for the Island Traffic Authority, particularly for driver and vehicle management services, traffic management services. The incumbent also conducts inspections and investigations of technical and quality standards, security, safety and health to ascertain compliance and corrective actions required.

**Key Responsibilities**

*Management/Administrative:*
- Prepares Individual Work Plan based on alignment with the Branch's Operational Plan;
- Develops and makes presentations on various stakeholders and partners in the provision of standards specifications and quality assurance services and advice;
- Participates in meetings, workshops and conferences on behalf of the Branch and Authority.
- Provides technical advice as it relates to technical standards and quality assurance projects and proposals, incorporating recognised standards and guidelines;
- Works with a team of specialists to conduct inspections and investigations and develops comprehensive manuals and guidelines.

*Technical/ Professional:*
*Standards Specifications and Quality Assurance*
- Conducts inspections and monitoring of technical and quality specifications compliance at the ITA Service Hubs, field and site visits;
- Conducts inspections and investigations on security, safety, health and general compliance of regulatory and policy obligations and objectives of the ITA;
- Performs evaluations of the machinery, equipment and tools utilised within the ITA, for operational, security and maintenance levels, indicating needs for upgrades, cleaning, or any general adjustments, re-calibrations or improvements required;
- Liaises with suppliers and service providers for the communication of specifications, dimensions and standards for service and product delivery;
- Develops Technical and Operational Manuals for all services provided by the ITA and submits to the Manager and Head of Branch for review and approval;
- Develops and revises the ITA Road Code, incorporating new standards, requirements and legal obligations to be undertaken by drivers and road users, in general, and provides to the Manager and Head of Branch for review and approval;
- Conducts ad hoc inspections for all ITA temporary and permanent service sites and field work;
- Prepares detailed reports on results and findings of inspection and categorise levels of risks and possible breaches;
- Administers audits of technical and external service business processes and outcomes for alignment with legal and policy obligations and objectives.

*Human Resource:*
- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the Onboarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

*Core:*
- Good oral and written communication skills

- Good interpersonal skills
- Integrity
- Methodical
- Customer and quality focus
- Team and results oriented
- Ability to work well under pressure

*Technical:*
- Excellent knowledge of standards and quality assurance measures regarding safety, traffic management, driver management service and vehicle management services within the ITA
- Ability to conduct thorough investigations and compliance monitoring
- Understanding of digital solutions/systems for quality and standards assurance and monitoring

## Minimum Required Qualification and Experience

- Bachelor's Degree in Social Sciences, Public Administration or related field;
- Training in Standards and Quality assurance or Certification in Six Sigma or Quality Improvement Associate would be an asset;
- Four (4) years related experience in management of quality inspections and audits, standards setting in road traffic services and development strategies for technical knowledge requirements for driver and vehicle management services.

## Special Conditions Associated with the Job:

- Extensive travel to all sections of the island, as needed, for management and conducting investigations and monitoring regarding compliance of technical, quality, safety and security standards;
- Will be required to work beyond normal working hours and meet tight deadlines.

## 8. Systems Analyst (Level 5)

## Job Purpose

The incumbent will be responsible for the maintenance and improvement of systems, secures smooth and safe operations for software and hardware, and implements disaster recovery and business continuity plans.

## Key Responsibilities

*Management/Administrative:*
- Prepares reports, presentations and other official documents towards the effective management and provision of services;
- Represents the ITA at national, regional and international meetings, seminars and conferences and provides required feedback and contribution;
- Develops Individual Work Plan in alignment with Operation Plan and strategic direction of the ITA and the Division.

*Technical/Professional:*
- Performs hardware and software upgrades to servers including operating systems and applications;
- Monitors network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future;
- Implements network security measures to protect data, software, and hardware;
- Identifies and fixes any devices;
- Helps with the roll out of desktops PCs; such responsibilities will include software and hardware upgrade planning and the general execution of desktop rollouts;
- Configures and test computer hardware, VOIP, networking software and operating system software;
- Performs daily administration of the LAN and WAN, including network system performance, stability, integrity, security and troubleshooting;
- Recommends changes to improve systems and network configurations and determines hardware or software requirements related to such changes;
- Makes recommendations to the Manager Software Development about recommended software and hardware the ITA should invest in;

- Provides end user support including problem resolutions relating to hardware, software and communication issues;
- Performs data backups and disaster recovery operations;
- Provides documentation of network systems, operational procedures, network topology and hardware inventory;
- Performs routine network startup and shutdown procedures and maintains control records.
- Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment and/or systems.

*Human Resource:*
- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the Onboarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.

## Required Knowledge, Skills and Competencies

*Core:*
- Good oral and written communication skills
- Team and results oriented
- Ability to use own initiative
- Integrity
- Quality and customer focus

*Technical:*
- Knowledge and expertise to formulate, develop, implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis
- Ability to perform typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, WINS, DHCP and IIS support functions
- Knowledge of current technological developments in area of work

## Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, Information Technology or related field;
- Three (3) years related experience;
- Professional certification in computer systems (MCSA, CCNA).

## Special Conditions Associated with the Job:

- May be required to travel to ITA locations to conduct maintenance of systems;
- Will be required to work long hours, on weekends and public holidays when the needs arise.

## 9. Senior Human Resource Officer (Benefits) (Level 4)

## Job Purpose

The incumbent is responsible for the administration of leave, pensions and other benefits for all categories of workers who have served in the Island Traffic Authority, in accordance with the Pensions and Labour Relations Act, Staff Order and Public Service Regulations and ITA Human Resources Policy and Procedural Manual.

## Key Responsibilities

*Management/Administrative:*
- Develops Individual Work Plan based on strategic alignment with the Division's Operational Plan;
- Participates in and arranges meetings, seminars and workshops, as required;
- Prepares Annual/Quarterly/Monthly or special reports, as assigned;
- Prepares and delivers presentations for the sensitisation and maintenance of the performance management system and other organisation development initiatives.

*Technical/Professional:*
- Computes and verifies all Vacation, Recreational, Special, Maternity, Special Sick and Departmental Leave;
- Liaises with ITA Service Hubs and Head Office for the monitoring and reporting of monthly Attendance;
- Provides information concerning leave eligibility;
- Checks and verifies salaries, reclassification, appointments, and leave entitlement for all members of staff;
- Certifies the authenticity of documents submitted for the processing of benefits;
- Liaises with Payroll Officer to ensure accurate payments of emoluments;
- Makes requests for National Insurance Scheme and National Housing Trust contributions of employees and retirees;
- Processes Leave particulars for officers referred for Medical Board;
- Maintains a record of all members of staff who will proceed on pre-retirement leave and provides counselling and sensitizations workshops for potential and pre-retirees;
- Sensitizes staff on matters pertaining to labour laws and other aspects of Industrial Relations, as it applies to the processing of benefit;
- Prepares and submits letters for linkage of service to the Ministry of Finance and the Public Service;
- Requests Death Certificates, Probated Will and other documents vital for the processing of death benefits;
- Processes enrolment and disenrollment regarding the Health Insurance and Pension Schemes.

*Human Resources:*
- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organisation's goals and initiatives;
- Contributes to the development and implementation of a succession planning framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the On-boarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.

## Required Knowledge, Skills and Competencies

*Core:*
- Excellent oral and written communication skills
- Detail oriented and methodical
- Good planning and organizing skills
- Team and results oriented
- Confidentiality and Integrity
- Good interpersonal skills

*Technical:*
- Knowledge of Government legal requirements for benefits such as leave and pension, including Public Service Regulations
- Knowledge of Government Operational Guidelines
- Knowledge of relevant computer applications and systems

## Minimum Required Qualification and Experience

- Bachelor's Degree in Human Resource Management or related field;
- Two (2) years related experience.

**OR**

- Associate Degree in Human Resource Management or related field;
- Four (4) years related experience.

## 10. Administrative Assistant (Level 2)

## Job Purpose

The incumbent is responsible for providing support for the effective office and administrative management of the Branch.

<u>**Key Responsibilities**</u>

***Management/Administrative:***
- Develops a set of operational objectives and guidelines for the operations of the Branch with guidance from the Manager/Senior Manager;
- Liaises with various strategic partners, clients and stakeholders to address or bring issues to the attention of the Manager/Senior Manager, or in the general organizing and planning of various programmes and/or events;
- Develops processes for efficient manual and computerized records management systems;
- Develops Individual Work Plan and plan for the administrative support of the Manager/Senior Manager for review.

***Technical/Professional:***
- Analyzes documents and correspondence to the Manager/Senior Manager. Manages their processing, including preparing acknowledgment, initiating follow-ups and routing to respective individuals and personnel;
- Pursues appropriate follow-throughs to ensure matters are attended and appraises the Manager/Senior Manager appropriately;
- Prepares a range of official and routine documents, including reports and correspondence;
- Drafts reports, presentations and other documents as preparation for relevant meetings, programmes and initiatives within the Branch;
- Organizes meetings, schedules and agenda for the Manager/Senior Manager;
- Compiles information for the Senior Manager, as requested;
- Ensures efficient computerized and manual systems of filing for the office and the secure maintenance of official and confidential records;
- Manages the office and supplies inventory for the office, and the acquisition of relevant equipment, furniture and tools for the effective operations of the Branch;
- Prepares/compiles appropriate meeting documents, including Minutes, and ensures follow-ups with post-meeting actions and decisions;
- Participates in planning and organizing of ITA functions and ceremonies.

***Human Resources:***
- Contributes to a system that fosters a culture of teamwork, integrity, engagement, high-performance and commitment to the organization's goals and initiatives;
- Contributes to the development and implementation of a Succession Planning Framework in collaboration with the Human Resource Management and Development Division;
- Participates in setting the framework for culture and expectations for the Onboarding or Orientation Programme/process;
- Performs any other related duties that may be assigned from time to time.

<u>**Required Knowledge, Skills and Competencies**</u>

***Core:***
- Good oral and written communication skills
- Good problem-solving skills
- Team and results oriented
- Good interpersonal skills
- Good planning and organizing skills
- Ability to use own initiative
- Integrity and confidentiality

***Technical:***
- Sound background in administrative and office management
- Knowledge of government operational procedures
- Proficient in the use of relevant computer applications

<u>**Minimum Required Qualification and Experience**</u>

- Diploma/Associate Degree in Public Sector Management/Administrative Management or related discipline;
- Two (2) years related working experience.

**OR**

- Four (4) CXC subjects including English Language;
- Diploma in Secretarial Studies from a recognized institution;
- Certificate in Administrative Management Level 1;
- Three (3) years related experience.

Applications accompanied by résumés should be submitted **no later than Tuesday, 28th January, 2025 to:**

**Senior Director, Corporate Services
Island Traffic Authority
97 B Church Street
Kingston**

**Email: ita-hr@mtw.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**