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<u>**CIRCULAR No. 165**</u>   **9ᵗʰ May, 2025**
<u>**OSC Ref. C.6123⁴**</u>

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 **Administrator-General's Department:**

1. **Senior Systems Administrator (Grade 5)**, salary range $4,266,270 - $5,737,659 per annum and any allowance(s) attached to the post.

2. **Driver (Grade 2B)**, salary range $1,181,428 - $1,588,889 per annum and any allowance(s) attached to the post.

1.   <u>**Senior Systems Administrator (Grade 5)**</u>

<u>**Job Purpose**</u>

The incumbent will co-ordinate, monitor and undertake networking and operating activities, as well as provide technical support for hardware and peripheral equipment used by the Agency, in order to maintain the Information Technology (IT) systems and environment in a manner that efficiently supports the operations of the Agency.

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

Technical/Professional:
*   Contributes to determining the Agency's future hardware and software requirements by reviewing and determining the requirements of the various Divisions and advises, accordingly;
*   Monitors continuously, network performance and configuration, and makes recommendations for improvement, upgrade or expansion, with respect to software and hardware requirements, ensuring that all necessary financial and technical analysis are comprehensively carried out;
*   Evaluates and makes recommendations for purchase of network and system hardware and software equipment, tools, products and devices; co-ordinates with Procurement for purchase, and follows up to ensure timely completion of the procurement process; oversees/initiates installation;
*   Reviews project requirements definition and conceptual design, and develops/validates hardware and other systems specifications;
*   Installs and maintains new and existing hardware, performing minor repairs and directing major problems or repairs to outside vendors;
*   Contributes to the development and implementation of IT security policy, standards and procedures; identifies and recommends appropriate security solutions; monitors to protect the systems from internal and external attack, as well as to facilitate ongoing maintenance of the security system;
*   Develops and implements appropriate means of communicating security procedures and policies to staff; conducts investigations of security breaches, and assists with disciplinary and legal matters associated with such breaches, as necessary;
*   Maintain servers, hardware, software, telecommunication connections, email and security systems, ensuring user accessibility and site performance;
*   Carries out backup activities of files as scheduled, onsite and offsite;
*   Responds to and addresses user problems escalated from the Help Desk; troubleshoots user and system problems and effects the necessary corrective actions; liaises with external service providers and systems owners, where necessary, to ensure timely resolution of issues; troubleshoots hardware and software issues as they arise, and effects the necessary corrective actions;
*   Develops and implements various training programmes in the use of computer hardware and provides on-going support to computer users within the Agency;
*   Keeps abreast of system developments and recommends system improvements.

Other:
*   Contributes to the development of the IT Strategy, Business Recovery and Disaster Management Plan;
*   Contributes to the preparation of the Section's Operational Plan;

- Contributes to the development/review of operating policies, procedures and standards to support the delivery of Information Technology services;
- Contributes to the preparation of reports and other documents, as required;
- Assists with the care of all computer-related equipment;
- Performs other related duties assigned from time to time, by the Manager, Information Technology.

Required Knowledge, Skills and Competencies

- Sound technical expertise in networking, systems analysis and related IT skills
- Excellent analytical and problem-solving skills
- Working knowledge and proficiency in maintaining Microsoft Office and other common business applications software
- Good planning and organizing skills, with the ability to work under pressure and meet tight deadlines
- Sound project management skills
- Good interpersonal skills

Minimum Required Education and Experience

- Bachelor of Science Degree in Computer Science/Information Technology, with specialisation in Networking, Technology Infrastructure, IT Communications or equivalent qualifications;
- Experience with Cisco Catalyst Switches (Cat 2900, 3500, 3700, 3800, 4500 series);
- Experience with Cisco Routers (800, 900, 1800, 1900, 2900 series);
- Training and/or certification in CompTIA A+, Network+ and Security+;
- Training in Project Management;
- Three (3) years' related work experience.

2.   Driver (Grade 2B)

Job Purpose

The Driver will transport Agency personnel, goods and documents, to facilitate effective operations of the Agency, as well as ensure that the Agency's vehicles are operated in a safe manner and in compliance with the road code.

Key Responsibilities

- Transports Agency personnel to stipulated destinations safely and within required timeframes;
- Collects and delivers letters, cheques, documents and goods, as requested;
- Ensures payment of bills upon receipt of cheque from Human Resource and Administration or Finance Sections;
- Conducts routine vehicle checks twice weekly, and advises of any supplies needed;
- Ensures vehicle log books are maintained daily;
- Advises the Personnel and Administration Officer when the Agency's vehicles are due for servicing;
- Ensures vehicle is serviced, and fitness, registration and insurance are renewed within required timeframe;
- Ensures that copies of vehicle documents are kept in the Agency's vehicles;
- Submits gas receipts and travel claims for payment, in accordance with the Agency's policies and procedures;
- Ensures that Purchase Orders are zero-rated, as requested;
- Performs other related duties as assigned from time to time, by the Human Resource and Administration Executive.

Required Knowledge, Skills and Competencies

- Ability to communicate orally and in writing
- Good time management and organizational skills
- Good road knowledge of the island of Jamaica
- Knowledge of Jamaican Road Code.
- Good interpersonal skills
- Basic knowledge of auto mechanics

Minimum Required Education and Experience

- Secondary level education;
- Valid General Driver's Licence;
- Three (3) years' driving experience.

Applications accompanied by résumés should be submitted **no later than Thursday, 22nd May, 2025, to:**

Human Resource and Administration Executive
Administrator-General's Department
Office Centre Building
12 Ocean Boulevard
P.O. Box 458
Kingston

Email: hradmin@agd.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