



Office of the Services Commissions

(Central Government)

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CIRCULAR No. 267 **OSC Ref. C. C.6664²**

5th August, 2025

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 **Ministry of Legal and Constitutional Affairs (MLCA)**:

1. **Business Analyst (MIS/IT 5)** salary range \$4,266,270 - \$5,737,658 per annum.
2. **Customer Care Assistant (GMG/AM 1)**, salary range \$1,439,455 - \$1,935,907 per annum.

1. Business Analyst (MIS/IT 5)

Job Purpose

Under the direction of the Director, Information and Communication Technology, the Business Analyst role is to work with clients to determine requirements and create and implement solutions. The Business Analyst gathers requirements, plans, develops, tests, implements and documents efficient business, financial and operations systems in support of core organizational functions and business processes.

The Business Analyst will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of Information Technology systems investments. The Business Analyst will also assist in performing various tasks associated with the resolution of issues as they pertain to the Jamaica Legal Information Portal (JLIP).

Key Responsibilities

Technical/Professional Responsibilities

- Manages and expand the software development and database administration functions in support of the Ministry's need for data and information;
- Assists in the selecting, co-ordinating and managing outside technical software contractors, consultants, and/or vendor organizations to ensure timeliness of deliverables, quality standards and documentation are developed and followed for all IT functions;
- Provides leadership in the strategic planning and development of customer self-care applications and external website functionality;
- Ensures software development and database changes are standardized and where required, conform to established MLCA and GoJ standards and guidelines;
- Defines, implements and documents software support processes, including staff and end-user programming request, software problem escalation, and software problem resolution;
- Provides expert advice on the evolution of software advancements and the potential application of new software to business opportunities and requirements;
- Directs the implementation and execution of new/upgraded software via well-defined plans including procedures, deadlines and accountability;
- Collaborates with business owners to define software and operational requirements for all projects;
- Prepares progress reports to inform Information Technology Management of project(s) status and deviation from project objectives;
- Oversees training programmes for the advancement of Software Developers and Database Administrators skills;
- Prepares high quality detailed system design specifications from a conceptual design such as the result of programmes efforts produced by the system specified by user requirement;
- Conducts fact-finding and analysis to provide input to requirements and participate in the development of a design system;
- Serves as the technical lead on software projects;
- Assists developers to track and resolve issues;

- Provides leadership and guidance to coach, motivate, and lead team members to their optimum performance levels and career development;
- Prepares work plan for the team members;
- Writes Systems Specifications/Requirements Documents for the new and current software applications;
- Delegates tasks and responsibilities to appropriate personnel;
- Identifies and resolves conflicts among team members;
- Develops and delivers progress reports, proposal and presentation.

Required Knowledge, Skills and Competencies

Core:

- Leadership Skills
- Negotiating Skills
- Methodical
- Planning and Organising
- Excellent Time Management Skill
- Excellent Organizing and Planning Skills
- Excellent Oral and Written Communication Skills

Technical:

- Use of Technology
- Technical Skills
- Strong Project Management and Coding Skills
- Excellent Problem Analysis and Resolution Skills
- Analytical Thinking

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science or its equivalent;
- Minimum of five (5) years of related computer experience with at least two (2) years in a supervisory management position.

2. Customer Care Assistant (GMG/AM 1)

Job Purpose

Under the general direction of the Manager, Customer Service, the Customer Service Assistant is responsible for assisting the general public in all aspects of their interaction with the Ministry, as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information.

The incumbent will also provide an effective and efficient communication system both internally and externally.

Key Responsibilities

Technical/Professional:

- Greets and welcomes customers to the Ministry and directs them to the appropriate office/officer;
- Delivers courteous treatment of all staff and visitors to the Ministry and via telephone;
- Ensures reception area is welcoming, with all necessary stationery and material (pens, forms, brochures etc.);
- Provides accurate information in person and via phone/email;
- Deals with customers' enquiries and complaints and have them recorded;
- Researches, compiles and delivers information to Officers and Department Head;
- Receives all incoming calls, identifies the officers required and connects callers to appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Departmental Heads and Service Providers;
- Maintains contact with all other relevant stakeholders for smooth flow of information;
- Advises Cashier and other staff members on the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the Telephone Register;

- Maintains office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitors' badges);
- Ensures that systems, procedures and working practices are implemented;
- Displays professionalism, confidentiality and good deportment at all times.

Human Resources

- Participates in the development of individual Work Plans.

Customer Relations:

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations.
- Performs all other duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core:

- Integrity
- Initiative
- Team Work & Cooperation
- Interpersonal Skills
- Adaptability
- Oral Communication
- Written Communication
- Time Management
- Customer and Quality Focus
- Public Speaking Skills
- Planning and Organizing Skills

Technical:

- Proficiency in the use of relevant computer applications
- Record Keeping Skills
- Knowledge of Customer Service, Telephone Ethics and Techniques
- Knowledge of the Ministry's Policies and Procedures
- Knowledge of Office Management and Ethics
- Switchboard Operating Skills
- Manage the Client Interface
- Compliance

Minimum Required Qualification and Experience

- At least four (4) Subjects at the CXC General proficiency /GCE O'levels including English Language and a Numeric Subject;
- Customer Service Certification;
- Certificate in Telephone Operating and Ethics;
- Training in Public Speaking;
- Three (3) years related work experience.

OR

- Certificate in Management Studies;
- Training in Customer Service and Telephone Ethics;
- Training in Public Speaking;
- Two (2) years' experience in a similar role.

Specific Conditions associated with the job

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- The environment is fast paced with on-going interactions with critical stakeholders
- Meeting tight deadlines which will result in high degrees of pressure

Applications accompanied by Résumés should be submitted **no later than Tuesday, 19th August, 2025 to:**

Director, Human Resource
Management and Development
Ministry of Legal and Constitutional Affairs
1A Fairway Avenue,
Kingston 6

Email: careers@mlca.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**