



PASSPORT IMMIGRATION AND CITIZENSHIP AGENCY

The Passport Immigration and Citizenship Agency (PICA) invites applications from suitably qualified and experienced persons to fill the following vacant positions:

1. Accounting Manager (Level 7)

JOB PURPOSE

The incumbent will manage the Agency's finances in accordance with the Financial Administration and Audit (FAA) Act and Financial Instructions to Executive Agencies.

JOB RESPONSIBILITIES

- Assists the Director - Finance and Planning to prepare the Department's inputs to the Corporate Plan and Budget to ensure that the Department's objectives and targets are reflected;
- Ensures that the Agency's finances are managed in accordance with the FAA Act, Financial Instructions to Executive Agencies and generally accepted accounting practices;
- Ensures the prompt and accurate payment of salary, statutory deductions and other approved deductions to relevant persons and Agencies;
- Ensures that adequate systems are in place to maintain the staff loan portfolio;
- Addresses concerns raised by the Auditor General's Queries and Reports;
- Reviews monthly reconciliation of miscellaneous Revenue collection;
- Ensures the preparation of monthly and annual financial reports for both expenditure and revenue;
- Agrees objectives and performance targets with staff supervised and conducts Interim and Annual Performance Appraisals;
- Assesses staff training requirements on an on-going basis and ensures provision of structured training programs and on-the-job coaching to satisfy requirements.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Sound knowledge of the FAA Act, Financial Instructions to Executive Agencies and generally accepted accounting practices
- Sound knowledge of the Agency's policies and procedures
- Basic knowledge of laws and regulations governing Immigration, Citizenship and Passports in Jamaica
- Sound knowledge of relevant computer applications and systems
- Sound decision-making and problem solving skills
- Sound analytical skills
- Sound oral and written communication skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- ACCA Level 2 **or** Bachelor's Degree in Accounting, Business Administration **or** equivalent qualification;
- Five (5) years related experience at the management level.

2. Payroll Manager (Level 6)

JOB PURPOSE

The incumbent will manage the preparation of payroll for the Passport Immigration and Citizenship Agency (PICA); fund the salary bank account; upload salaries ensuring that they are paid on time and the payment of personal and statutory deductions to the relevant institutions are made, in accordance with the FAA Act and relevant Ministry of Finance and the Public Service's Circulars and established guidelines.

KEY RESPONSIBILITIES

- Manages the accurate payments of salaries, allowances and deductions in accordance with the FAA Act and all relevant Ministry of Finance and the Public Service Circulars. These activities will include:
 - ✓ Verifying computation of salaries and overtime payments
 - ✓ Checking information, calculations and deductions on Earning Records and signs off;
- Co-ordinates the prompt submission of annual returns (Income Tax, NIS, NHT and Education Tax) in accordance with the laws of Jamaica;
- Ensures the timely and accurate payment of deductions for staff participating in the Executive Agency Pension Scheme;
- Compares and verifies the Payroll Register with salary “on and off” controls and ensures reconciliation;
- Manages the filing of the Monthly and Annual Statutory Returns;
- Prepares and submits Monthly and Annual Reports;
- Addresses concerns raised by the Internal Auditor/Auditor General’s Queries and Reports to include preparation of audit schedules;
- Assists the Director, Finance and Planning, to prepare the Unit’s inputs to the Corporate Plan and Budget to ensure that the Unit’s objectives and targets are reflected;
- Assists the Director of Finance and Planning in crafting/amending the accounting manual to include the payroll policies and procedures;
- Initiates and participates in disciplinary proceedings relating to staff members within the Unit and implements corrective measures;
- Performs any other related duties assigned from time to time.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Knowledge of relevant computer applications and systems, including Payroll/Human Resource Management information packages
- Understanding of the FAA Act, Financial Instructions to Executive Agencies and generally accepted accounting practices
- Understanding of generally accepted accounting practices
- Decision-making and problem solving skills
- Analytical skills
- Good oral and written communication skills
- Good interpersonal skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- ACCA Level II **or** Degree in Business Administration or Accounting **or** equivalent qualifications;
- Five (5) years related experience.

3. Software Support Technician (Level 3)

JOB PURPOSE

The incumbent will support the Agency’s mandate and the effective delivery of service to customers by maintaining user up-time, using onsite and remote access technology to troubleshoot and resolve end-users’ issues

JOB RESPONSIBILITIES

- Provides remote and onsite assistance to computer users, utilizing provided tools and telephone;
- Responds to support requests according to procedure, recording detailed diagnostic information;
- Collaborates with ICT team and vender support resources to resolve technical issues;
- Develops and maintains documentation on procedures as it relates to agency software as well as detailed help sheets for quick reference;

- Trains end-users on proper use of software installed;
- Attends relevant courses aimed at broadening the knowledge and skills relevant to responsibilities;
- Co-ordinates software system installation and monitor equipment functioning to ensure specifications are met;
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Sound knowledge of relevant computer applications and systems
- Sound analytical and problem solving skills
- Ability to work on own initiative as well as part of a team
- Ability to communicate effectively both orally and in writing
- Strong time management and organizational skills
- Energetic and sound customer service skills
- Competence in at least one OOP language preferable C++ or C#

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Diploma in Information Technology or related field;
- Two (2) years related experience;
- Familiarity with various Operating Systems level.

4. Database Administrator (Level 6)

JOB PURPOSE

The incumbent will support the protection of national security and delivery of service to customers by creating and maintaining database structures to allow users to update database structures and to maximize system performance.

KEY RESPONSIBILITIES

- Develops and maintains specifications for database structures, including triggers, stored procedures and secondary keys;
- Supports and maintains all SQL and Oracle servers within the Agency including operational systems and corporate data;
- Develops and maintains conversion programs to allow input of data from other formats into the Agency's databases;
- Implements strategies for archiving and purging data;
- Develops and maintains procedures that allow users to install modifications to database structures without losing data;
- Maintains separate Development /Test/ Production environments;
- Maintains the availability and optimal performance of all databases, systems tables;
- Creates SQL scripts;
- Develops reports for Management;
- Maintains and enhances database operations to include integrity testing and database patches;
- Provides in-house technical system support.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Sound knowledge of the required operating systems
- Sound knowledge of relevant programming languages
- Sound experience with Crystal reporting, SQL reporting services and SQL programming skills
- Sound knowledge of other scripting languages
- Basic knowledge of the policies and procedures controls for Immigration, Citizenship and Passports in Jamaica
- Sound oral and written communication skills
- Sound organizational and project management skills
- Sound decision-making and problem solving skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Bachelor's Degree in Computer Science, Information Technology or equivalent;
- Sound knowledge/certification in Database Administration;
- Four (4) years related experience.

5. Manager, Technical Services (Level 7)

JOB PURPOSE

The incumbent provide specialist support to the Passport, Immigration and Citizenship Agency's (PICA's) operations by providing an ICT environment that supports the entity's production and administrative systems, and the data communications facilities that serve PICA locations in Jamaica and abroad and with designated external stakeholders.

KEY RESPONSIBILITIES

- Advises on hardware and software procurement;
- Manages the provision of first-line hardware and software support;
- Liaises with vendors and service providers;
- Oversees website hosting activities;
- Conducts training programmes for staff and other stakeholders;
- Provides effective supervision for staff, sets targets and goals, monitors performance, recommends/executes training and evaluating performance;
- Assists the Director with inputs for the Unit's Corporate Plan and Budget;
- Performs other related duties that may be assigned from time to time.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Expert knowledge of relevant computer applications and systems
- Expert knowledge of international best practice in ICT technical management
- Detailed knowledge of the policies, procedures controls for Immigration, Citizenship and Passports in Jamaica
- Excellent oral and written communication skills
- Excellent interpersonal skills, including handling conflicts and providing coaching and counselling
- Excellent decision-making and problem solving skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Professional qualifications in an ICT-related discipline;
- Ten (10) years related experience at the professional level, five (5) years of which should be in a management post in a related field.

6. Customer Service Operations Supervisor (Level 5) – 2 Positions

JOB PURPOSE

The incumbent will supervise the operations of the customer service point and liaise with the Immigration, Citizenships and Passport Services Units, at Head Office and the ICT Services, Finance and Planning and Administration Units to ensure the efficient and effective delivery of service to customers.

KEY RESPONSIBILITIES

- Ensures adherence to the procedures governing the receipt and reviewing of applications and accompanying documents by customers, Desk Officers and other customer service staff;
- Resolves customer complaints and queries referred by staff supervised;

- Ensures that customer service records are maintained, including customer service logs and prepares performance reports on a daily, weekly and monthly basis;
- Monitors the document management function and ensures that accurate records are maintained for incoming and outgoing documents and ensures timely transfer of files and documents to Headquarters;
- Monitors staffing levels and ensures adequate coverage of front line positions at all times;
- Periodically supervises mobiles and other off-site services provided from time to time to increase awareness and revenue for the Agency;
- Agrees objectives and performance targets with staff supervised and conducts interim and Annual Performance Appraisals;
- Assesses staff training requirements on an on-going basis and ensures provision of structured training programmes and on-the-job coaching to develop skills;
- Prepares relevant monthly and ad-hoc reports as required;
- Performs any other related duties from time to time.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Thorough knowledge of laws and regulations governing Immigration, Citizenship and Passports in Jamaica
- Sound knowledge of relevant computer applications and systems
- Sound oral and written communication skills
- Sound interpersonal skills, including handling conflicts and providing coaching and counselling
- Sound decision-making and problem solving skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Diploma in Management Studies or equivalent qualifications;
- Five (5) years related experience;
- On the job training in specialized areas.

7. Senior Director, ISU (Level 8a)

JOB PURPOSE

The incumbent will provide specialist support to the Agency's operations and liaise with National Security Agencies and other authorized Agencies to enforce assigned aspects of legislation and regulations governing the functions of the Agency and ensure that international agreements and national policies relating to the subject areas of the entity are upheld at all times.

KEY RESPONSIBILITIES:

- Reviews data management and analysis outputs;
- Reviews legal analysis outputs;
- Monitors and provides guidance to intelligence and evidence gathering activities;
- Provides information and advice;
- Monitors and provides guidance to fraud analysis and prevention activities;
- Monitors surveillance activities at Agency operational locations and in the field;
- Conducts investigations;
- Prepares cases and supports prosecutions;
- Provides security management advice at Agency locations;
- Performs other related duties that may be assigned.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Expert knowledge of laws and regulations governing Immigration, Citizenship and Passports in Jamaica
- Expert knowledge of laws and regulations governing fraud and other relevant criminal activities in Jamaica
- Detailed knowledge of policies, procedures controls for Immigration, Citizenship and Passports in Jamaica
- Good knowledge of international best practice in the areas of Immigration, Citizenship and Passports
- Good knowledge of relevant computer applications and systems

- Excellent oral and written communication skills
- Excellent interpersonal skills, including handling conflicts and providing coaching and counselling
- Excellent decision-making and problem solving skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Master's Degree in Public Administration, Law or equivalent qualifications in a security related discipline;
- Ten (10) years related experience at the managerial level, at least five (5) of which should be in a senior management post in the security forces or related field.

8. Immigration Supervisor (Airport) – Level 5

JOB PURPOSE

The incumbent will protect Jamaica's border security by monitoring the processing of arriving and departing passengers and crew, and applications for extension of stay.

KEY RESPONSIBILITIES

- Supervises the operations on the shift or in the Unit;
- Monitors performance, provides guidance and supervision to assigned staff;
- Identifies training needs of assigned staff;
- Conducts interviews to ascertain purpose of travel and checks immigration and other documents to ensure compliance with Jamaican Immigration Laws and Regulations;
- Liaises with the Investigating Unit and refers persons who have committed immigration breaches;
- Monitors persons who have been refused leave to land and foreign nationals being deported and awaiting their departing flights;
- Liaises with airlines and other agencies and gives technical advice the authenticity of travel documents;
- Prepares required reports including cases of refusal and suspension of leave to land, stowaways, fraudulent documents, and arrest;
Performs any other related duty as required.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Specialized training in Immigration Laws, Regulations and Passport Procedures
- Training in supervisory management and sound supervisory skills
- Sound interpersonal skills including the handling of conflicts
- Sound knowledge of Jamaican Immigration Laws and Regulations
- Excellent interviewing skills

MINIMUM REQUIRED QUALIFICATIONS AND EXPERIENCE

- First Degree in Public Administration or Management Studies;
- Five (5) years' work experience.

9. Operations Supervisor (Document Management) – Level 5

JOB PURPOSE:

The incumbent will support the passport production and delivery process by supervising the receipt of passport application forms and the distribution of finished Passports to Customer Service Points and maintaining a filing and storage system for used passport applications and other forms and registers used in the passport production process.

KEY RESPONSIBILITIES:

- Monitors receipt of application forms from Customer Service Points and issues to Data Entry Unit;
- Ensures that all passport applications received are submitted within established deadlines and maintains records for monitoring and verification of performance;
- Receives completed passports from Passport Production Unit;
- Assigns passports to Document Clerks for packing and dispatch to Customer Service Points;
- Ensures that all passports received are dispatched within established deadlines and maintains records for monitoring and verification of performance;
- Maintains a filing system for temporary and permanent storage of application forms and subsidiary documents;
- Disposes of application forms and documents that are obsolete based on law, regulations or policies of the Agency.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Sound knowledge of Records Management Principles and Practices
- Working knowledge of the Passport and Immigration Laws and Regulations
- Sound knowledge of relevant computer applications and systems
- Sound oral and written communication skills
- Sound interpersonal skills
- Sound decision-making and problem solving skills

QUALIFICATIONS - *Education and Experience*

- Diploma in Records Management or equivalent qualifications;
- Five (5) years related experience.

10. Driver/Bearer - Level 1**JOB PURPOSE:**

The incumbent will collect and deliver documents and other items as directed by the Administrator – Property Management.

KEY RESPONSIBILITIES:

- Collects and delivers documents as directed;
- Ensures that recipients sign for deliveries;
- Delivers documents, passengers and content within stipulated timeframe;
- Maintains assigned vehicle by ensuring that adequate petrol levels are available to perform duties and takes vehicle for routine servicing;
- Ensures that vehicle is cleaned on a regular basis;
- Presents the vehicle at the Examination Depot and securing certificate of fitness, vehicle registration, etc.,
- Reports any damage/accident occurring to the vehicle and its content within stipulated timeframe;
- Performs related duties assigned from time to time.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Good oral and written communication skills
- Good interpersonal skills.

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Three (3) CXC passes at the General Proficiency level, including English Language and Mathematics;
- Valid General Driver's Licence;
- Five (5) year's driving experience and two (2) year's work experience.

11. Office Attendant – Level 1

JOB PURPOSE:

- Maintaining a clean and tidy Office environment;
- Provides refreshments and related services for staff, customers and other visitors to the Agency.

KEY RESPONSIBILITIES

- Provides water and hot beverage for staff and other visitors;
- Purchases lunch for authorized staff members;
- Prepares meeting room/Office;
- Prepares and serves refreshment and lunch to participants;
- Clears area after meetings/workshops;
- Maintains lunch rooms by ensure that the area is clean and hygienic at all times;
- Cleans refrigerators, microwaves and other appliances;
- Monitors and stocks all restrooms;
- Waters all indoor plants and arrange out of place furniture;
- Collects and delivers mail and packages;
- Monitors the Agency's appliances, cutleries and utensils to prevent breakage, damage and theft;
- Performs related duties as assigned from time to time

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Basic oral and written communication skills
- Basic interpersonal skills
- Basic knowledge of office protocol

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Graduate of Secondary School with School Leaving Certification;
- One (1) year's related working experience;
- Must be a holder of valid Food Handlers' Permit.