



OFFICE OF THE SERVICES COMMISSIONS
(Central Government)
30 National Heroes Circle
Kingston 4
Jamaica
Telephone: 922-8600
Fax: 924-9764
E-mail: communications@osc.gov.jm
Website: www.osc.gov.jm

CIRCULAR No. 122
OSC Ref. C.6528⁹

11th May, 2018

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 **Information Systems Manager (MIS/IT 7)** in the **Information Systems Branch, Corporate Services Division, Ministry of Science, Energy and Technology (MSET)**, salary range \$2,309,180 - \$2,744,889 per annum and any allowance(s) attached to the post.

Job Purpose

Under the direction of the Senior Director, Corporate Services, the incumbent is responsible for the development, implementation and maintenance of an information technology infrastructure and management system to support the mandate of the Ministry including its external Divisions.

Key Responsibilities

Management/Administrative:

- Provides recommendations on access authorizations for all users of the network;
- Develops and monitors the implementation of the Ministry's SIS Plan;
- Prepares and manages the Branch's Annual budget and makes adjustments where necessary to avoid overruns or underutilization;
- Manages the ICT resources of the Ministry to ensure optimal utilization, cost efficiency and value-added;
- Liaises with the relevant Units/Division to co-ordinate the procurement of IT equipment and related products;
- Keeps abreast of IT trends and developments and recommends their adoption/application where appropriate to increase the effectiveness and productivity of the Ministry;
- Develops and implements technical standards for the design, development, and maintenance of software, applications and information systems and ensures standardization of software, operating systems and networking environment;
- Develops and implements programme, including a security and disaster recovery plan, for the physical and electronic security of the Ministry's equipment, software and data;
- Develops and implements policies to guide the access, authorizations and utilization of information systems such as e-mail, internet, intranet and other relevant systems;
- Ensures the Ministry is fully compliant with copyright requirements for all software;
- Establishes and oversees the implementation of an IT Help Desk to ensure timely response to end-users problems minimizing downtime and disruption in work;
- Works in collaboration with systems analysts, programmers, and machine operators etc., to develop procedures, computer programmes and data files for the Ministry;
- Collaborates with suppliers of hardware and software to be provided for use at the Ministry;
- Attends meetings and events, as requested by the Division/Ministry;
- Assists in the implementation of ICT related projects;
- Co-ordinates all technical arrangements in support of all ICT functions carried out by the Branch;
- Manages the allocation of resources (computers and related equipment) to effectively satisfy the information processing requirements of the Ministry;
- Assists with training and development of staff in the ICT Division and the Ministry as required;
- Manages all computer systems and network resources;
- Assists with creating and implementing the SIS Plan of the Ministry;
- Assists in the process of ensuring Government of Jamaica (GOJ) compliance with Software Licensing requirements.

Technical/Professional:

- Makes appropriate recommendations to the Permanent Secretary, through the Senior Director, Corporate Services for cost effective technical solutions/services for enhancing and maintaining the network with appropriate budgetary requirements;
- Documents and updates the Ministry's IT architecture and infrastructure;
- Conducts network and other infrastructure audits as necessary;
- Sets up technology and other media at meetings/events organized by the Ministry or in which the Ministry participates;
- Prepares and submits recommendations to the Ministry's Procurement Committee for the procurement of hardware and software;
- Collaborates with the Director, Communications to ensure that the Ministry's website is functional, innovative, modern and interactive and aptly depicts the Ministry's portfolio areas;
- Collaborates with the Human Resource Management and Development Branch to ensure timely implementation of IT resources for staff, as required;
- Plans and implements IT training programmes to improve IT competence of all Ministry personnel;
- Monitors and evaluates new and existing information systems to ensure that the objectives and benefits are realized;
- Designs, develops, implements and maintains applications as required to meet the needs of the Ministry;
- Ensures the maintenance of systems users/groups access control lists and monitors fault tolerance requirements of network communications equipment to ensure maximum uptime;
- Assists with the provision of end-user support and troubleshooting;
- Maintains a log of malfunctions of the system, response time, support service and resulting downtime;
- Directs arrangements for back-up and processing facilities and ensures that alternative processing is in place in the event of system failure.

Human Resource/Supervisory:

- Manages the welfare and development of staff in the Branch through the preparation of Performance Appraisals and recommendations for required training and development programmes;
- Provides leadership to staff through effective objective setting, delegation and communication;
- Provides guidance to staff through coaching, mentoring and training, as well as assistance and support as needed;
- Ensures that training and other needs of employees are adequately identified and addressed;
- Ensures that staff is aware of and adhere to the policies, procedures and regulations of the Branch, the Ministry and the Government of Jamaica;
- Participates in the recruitment of employees for the Branch;
- Recommends vacation leave for staff in the Branch in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies;
- Attends senior management meetings, as required;
- Facilitates senior management oversight by submitting progress reports on work-related activities and other assigned projects.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Customer and quality focus
- Excellent interpersonal skills
- Ability to manage external relationships
- Good problem solving troubleshooting, decision making, negotiating and organizing skills
- Excellent knowledge of network infrastructure and network operating systems
- Excellent knowledge of the maintenance of computer equipment
- Project Management skills would be an asset

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science, Computer Studies, Information Technology or equivalent field from an accredited tertiary institution;
- Training in administrative principles and techniques and/or management training;

- Five (5) years working experience in a similar IT environment three (3) years of which should be at a middle or senior management level;
- Professional certification from Microsoft, CISCO, CCNA would be an asset.

Applications accompanied by résumés should be submitted **no later than Thursday, 24th May, 2018 to:**

**Director, Human Resource Management and Development
Ministry of Science, Energy and Technology
PCJ Building, 2nd Floor
36 Trafalgar Road
Kingston 10**

Email: careers@mset.gov.jm

Additional details may be viewed on the Ministry's Website: www.mset.gov.jm.

Please note that only short listed 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.



M. Martinez (Mrs.)
for Chief Personnel Officer (acting)