



Office of the Services Commissions

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CIRCULAR No. 418 **OSC Ref. C.6544⁴**

22nd October, 2024

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 **Houses of Parliament**:

1. **Senior Director, Information Communication Technology (MIS/IT 8)**, salary range \$7,716,512 - \$10,377,851 per annum.
2. **Network Engineer (MIS/IT 7)**, salary range \$6,333,301 - \$8,517,586 per annum.

1. Senior Director, Information Communication Technology (MIS/IT 8)

Job Purpose

Under the general direction of the Clerk to the Houses, the Senior Director, Information Communication Technology (ICT) is responsible for providing the Parliament with the necessary technology strategies and infrastructure to support the implementation of the business processes being pursued to improve efficiencies, effectiveness and staff productivity. The Senior Director, ICT is also responsible for ensuring that there is an organization wide adaptation of a risk mitigation plan to ensure business continuity of the ICT infrastructure.

Key Responsibilities

Technical/Professional:

- Leads the delivery of high-quality ICT services across the organization to provide optimal levels of support for the Parliament's key operational requirements;
- Oversees the development, implementation, evaluation and reporting of the Parliament's ICT strategic, business and operational plans and associated projects, ensuring alignment with the strategic direction of the organization;
- Drives the development of standard operating procedures and best practices, including providing written protocols and guidance to ICT staff and to end-users;
- Leads the development and implementation all ICT policies and procedures, including those for architecture, security, disaster recovery, ICT reliability, standards, ICT purchasing and service provision;
- Identifies and defines specific ICT business requirements in collaboration with directors, managers, users across the organization and third-party stakeholders to inform the development of tailored ICT solutions;
- Oversees systems development and enhancement and the integration of new systems within existing systems;
- Drives the implementation and delivery of new systems, technologies and services to deliver innovative and flexible ICT solutions that achieve business requirements;
- Leads the deployment, monitoring, maintenance, development, upgrade and support of all ICT systems, including servers, computers, operating systems, telephones, software applications and peripherals;
- Drives ongoing analysis and review of ICT service delivery to identify opportunities to improve and enhance the services for the organization;
- Negotiates and administers vendor, outsourcer, and consultant contracts and service agreements;
- Provides expertise and support during systems upgrades, installations, conversions and file maintenance;
- Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades;
- Oversees provision of end-user services, including service/help desk and technical support services;
- Leads the development of the ICT staff to meet the changing needs of users, groups and offices new projects and technologies, and varying staff strengths;
- Keeps current with the latest technologies and determines what new technology solutions and implementations will meet business and system requirements;

- Communicates regularly with executive management and all users of ICT services and systems;
- Reviews and approves training modules aimed at strengthening the ICT processes within the Parliament and all the umbrella offices that fall under the organization;
- Develops mechanisms to manage reform and change, by implementing change management processes that clarify the purpose and benefits of continuous improvements;
- Provides expert advice, briefings and support to the Clerk to the Houses on all matters relating to Strategic Management.

Human Resource:

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of staff in the ICT Branch and implements appropriate strategies;
- Co-ordinates the development of Individual Work Plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Branch;
- Recommends training, promotion and approves leave in accordance with established Human Resource policies and procedures;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the wellbeing of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices.

Management/Administrative:

- Oversees the development of the ICT's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports to the Clerk to the Houses and other relevant stakeholders;
- Recommends participation of Divisional representatives at all relevant meetings, conferences, seminars and workshops;
- Attends Committee Meetings and executes directives, as necessary;
- Represents the Clerk to the Houses at meetings, conferences, workshops and seminars;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Excellent interpersonal and team management skills;
- Excellent oral and written communication skills;
- Excellent planning and organizing skills;
- Excellent judgment and decision-making skills;
- Strong analytical and problem-solving skills;
- Strong leadership skills;
- Strong customer relations skills;
- Expert knowledge of ICT systems analysis and design;
- Sound knowledge of systems networking, hardware engineering and database management;
- Sound knowledge of standards and procedures in the development and implementation of ICT systems;
- Sound knowledge of the local and international ICT systems environment, including standards, practices and trends;
- Sound knowledge of project management principles and practices;
- Good understanding of Project Management principles and lifecycle;
- Sound experience of resource planning against the prioritized portfolio of projects;
- Advanced IT skills in relation to Word, PowerPoint, Visio and Excel and MS Project or other project tool;
- Ability to influence and motivate others;
- Proficiency in the use of relevant computer applications;
- Ability to manage a range of project types and complex business initiatives and change programmes;
- Ability to monitor and report on project budgets across the portfolio at stakeholder and Sponsor levels;
- Excellent capability to track project benefits realization and lessons learnt activities to feed into on-going improvements;

Minimum Required Qualification and Experience

- Master's Degree in Computer Science, ICT, Management Information Systems, Business Administration or a related discipline;
- Advanced Training in Leadership;
- Six (6) years related experience, with at least four (4) years in a senior management capacity in an ICT environment;

OR

- Bachelor's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Advanced Training in Leadership;
- Eight (8) years related experience, with at least six (6) years in a senior management capacity in a Strategic Management environment.

2. Network Engineer (MIS/IT 7)

Job Purpose

Reporting to the Director, Information Communication Technology, the Network Engineer is responsible for designing, developing, implementing, maintaining and supporting scalable and highly available network architectures/communication networks that support the operations of the Houses of Parliament and all umbrella offices that fall under the organization.

The incumbent monitors and maintains network performance, as well as configures switches and network appliances for optimal performance and troubleshooting network problems. The incumbent will also be responsible for maintaining all Voice Over IP (VOIP) infrastructure, identifying and defining network-related requirements to ensure consistency in the reliability, performance and quality of network systems.

Key Responsibilities

Management/Administrative:

- Contributes to the development and implementation of strategies to ensure the efficient and effective delivery of service by the Network Services;
- Collaborates with the Director, ICT in the development of the Unit's Operational and Work Plans;
- Liaises with the internal and external customers on matters relating to the job;
- Reviews and provides expert advice on technical documents developed by the ICT Branch.

Technical:

- Configures and installs network devices (e.g., routers, switches, firewalls, load balancers);
- Monitors and captures relevant network statistics using available tools;
- Assesses system requirements and designs LAN/WAN infrastructure;
- Advises the Director, ICT on the technical specification, security and communication protocols of network devices to be connected to the LAN/WAN;
- Designs, develops and implements safe, effective and reliable communication networks.
- Ensures network connectivity of all servers, workstations, telephony equipment, and other network equipment;
- Ensures bandwidth availability for application systems;
- Advises on security tools, policies and procedures in conjunction with the Marshal to the Houses and the Security Committee of the Houses of Parliament;
- Ensures that security levels of the systems are adhered to, based on security policy and guidelines;
- Performs network maintenance and system upgrades including service packs, patches, hot fixes and security configurations;
- Monitors network performance and troubleshoots problem areas, as needed;
- Provides support and troubleshoots to resolve issues;
- Liaises with contractors for the proper installation and servicing of communication networks;
- Monitors and manages the implementation activities of vendors/suppliers;
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation;
- Monitors and captures relevant network statistics and resource utilisation using available tools;
- Monitors network utilisation trends;

- Prepares capacity plans based on network trends;
- Builds and maintains relationships with all internal Units;
- Works together with other Units and Divisions within the Houses of Parliament and all its umbrella offices that fall under the organization to identify any process improvements and improve standards, efficiency and effectiveness;
- Ensures awareness, approval and success of changes made to the network infrastructure, to include documentation and training;
- Prepares periodic reports, as required;
- Develops prototype of solutions for assessment;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills;
- Good problem-solving and analytical skills;
- Good customer focus skills;
- Results focus;
- Integrity;
- Good knowledge of information technology principles;
- Good knowledge of legislations, policies and procedures.

Minimum Required Qualification and Experience

- Bachelor of Science degree in Computer Science **OR** equivalent from a recognized tertiary institution;
 - Training in Network and Systems Management;
 - Four (4) years' experience in Network Engineering or a related technical IT position.
- OR**
- Diploma in Cisco Certified Networking Devices or equivalent certification in Network design and troubleshooting;
 - Training in Network and Systems Management;
 - Ten (10) years' experience in Network Engineering or a related technical IT position.

Applications accompanied by résumés should be submitted **no later than Monday, 4th November, 2024 to:**

Clerk to the Houses
Houses of Parliament
Gordon House
81 Duke Street
Kingston

Email: clerk@japarliament.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