



**OFFICE OF THE SERVICES COMMISSIONS**  
**LOCAL GOVERNMENT SERVICES COMMISSION**  
**MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING**  
**30 NATIONAL HEROES CIRCLE, KINGSTON 4**  
**JAMAICA, WEST INDIES**  
**TEL: 876-922-8600**  
**FAX: 876-932-5980 / 876-924-9764**  
**EMAIL: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)**  
**WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)**

OSC Ref. 310/04<sup>IV</sup>

4<sup>th</sup> February, 2026

**CIRCULAR No. 4/2026**

Applications are invited from suitably qualified persons to fill the vacant post of **Manager, Information & Communication Technology (MIS/IT 6)**, salary range \$5,198,035 – \$6,990,779 per annum, in the **Kingston and St. Andrew Municipal Corporation**.

Please see attached the relevant job posting and note the required academic qualifications.

**Applications are to be submitted no later than the 18<sup>th</sup> February, 2026 to:**

Secretary (Actg.)  
Local Government Services  
Office of the Services Commissions  
Ministry of Finance and the Public Service Complex  
2<sup>nd</sup> Floor, G Block  
30 National Heroes Circle  
Kingston 4

Please note that only short-listed applicants will be contacted.

Yvonne S. Hamilton (Miss)  
Secretary (Actg.)  
Local Government Services  
for Chief Personnel Officer (Actg.)



**MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPEMENT  
LOCAL AUTHORITY  
JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Manager, Information & Communication Technology
<b>JOB GRADE:</b>	MIS/IT 6
<b>POST NUMBER</b>	
<b>BRANCH:</b>	Corporate Services
<b>SECTION:</b>	Information and Communication Technology Section
<b>REPORTS TO:</b>	Director, Corporate Services
<b>MANAGES:</b>	Direct reports:  Systems Analyst IT Support Technician

This document is validated as an accurate and true description of the job as signified below

---

Employee

---

Date

---

Head of Department/Division

---

Date

---

Date received in Human Resource Division  
Created/revised

---

Date

## **1. STRATEGIC OBJECTIVES OF THE SECTION:**

To ensure the development and maintenance of the Corporation's ICT systems, network services, and user support functions in an effective and innovative manner. This includes overseeing hardware, software, and infrastructure provisioning, installation, configuration, operation, and maintenance, as well as conducting technical research and development to foster ongoing innovation within the organization's infrastructure.

### **1. JOB PURPOSE**

Reporting to the Director, Corporate Services, the Manager, Information and Communication Technology Section has oversight of the Local Authority's Information, Communications & Technology Systems Development, Network Services and User Support functions.

### **2. KEY OUTPUTS**

- Solutions recommended
- Projects are successfully completed within budget
- Section's Budget prepared
- Components, systems and services purchased are compatible with the needs of the Corporation
- End user business problems are managed

### **3. KEY RESPONSIBILITY AREAS**

#### **Technical/Professional Responsibilities**

- Assesses the business operations of users and identifies information technology solutions aimed at making processes more efficient.
- Consults with the Director, Corporate Services and Managers to determine the Information requirements of the organization; determine boundaries and priorities of new projects and discuss system capacity and equipment acquisition.
- Negotiates with the key members of the user community to determine the level of investment and operational support required to deliver the quality of service necessary to effectively address the business requirements.
- Participates in short, medium and long-term strategy planning.
- Directs and coordinates the development, hardware support, communications and production activities of the Corporation.
- Keeps abreast of new developments in the field of computer technology relevant to the business areas supported and provides advice as necessary and use this to identify and plan information technology solutions to meet business needs.
- Designs and develops the Corporations' Information Technology Strategy; establishes objectives and implementation plan for its achievement; making modifications consistent with developments in the Computer Technology Industry.
- Develops and manages resolution of end-user business problems.
- Reviews and reengineers business processes to achieve superior performance and effectiveness by incorporating appropriate use of Information Technology.

- Establishes and maintains adequate operating policies, processes and procedures to ensure the effective management and administrative support of all databases and application source.
- Prepares the Section's Budget and liaises with the Finance Division to ensure that resources are available for the implementation of projects.
- Contracts Information Technology suppliers and consultants to provide services and/or solve problems and monitors the delivery of service to ensure that standards and value for this service are in the interest of the organization.
- Devises and implements effective means of delivering the information required to monitor key performance indicators for decision support at all levels within the Corporation and for regulatory compliance.
- Assists managers in analysing and solving computer problems and conducts training for staff to develop their awareness of technological changes in the field.
- Ensures that the operational integrity of systems implemented is maintained.
- Ensures twenty-four hour database administration support is provided for all production databases.
- Plans and directs the activities of the Section to ensure that objectives are accomplished within specified time frames, budgetary provisions and that the required performance standards are achieved.
- Oversees activities of personnel to ensure satisfactory and timely completion of projects and that the systems implemented are functioning smoothly.
- Assists with the recruitment, training and management of staff and ensures that staff is competent, professional and motivated in order to execute the strategies of the Section.
- Reviews and approves the Disaster Preparedness and Contingency Plan for the Division.

### **Management/Administrative Responsibilities**

- Provides advice to the Director, Corporate Services, other Directors and Managers on ICT policies and procedures
- Participates in the operational plan and work programmes
- Advises the Managers ICT related matters
- Represents the Corporation at Conferences, Workshops and Seminars
- Prepares/ Reviews policies and procedures

### **Human Resources Responsibilities**

- Monitor and evaluates the performances of direct reports, prepares performance appraisals and recommend and/or indicates corrective actions where necessary to improve performance and/or attaining established personal and/or organizational goals.
- Participates in the recruitment of staff for the Section and recommends transfer, promotions, terminations and leave in accordance with established human resource policies and procedures.
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, monitoring and coaching.

- Ensure the welfare and development needs of skill in the Section are clearly identified and addressed.
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organizations goals.

#### **Other Responsibilities**

- Performs all other related duties and functions as may be required from time to time.

#### **4. PERFORMANCE STANDARDS**

- Solutions recommended enhancing the productivity and effectiveness of operations in the Municipal Corporation.
- Projects are successfully completed within budgeted time and cost limits.
- The Budget for the Section is prepared with the specified time frames
- Components, systems and services purchased are compatible with the needs of the organization and optimize the use of computer resources within the Corporation.
- End user business problems are managed efficiently and effectively.

#### **5. INTERNAL AND EXTERNAL CONTACTS**

##### **Internal Contacts (required for the achievement of the position objectives)**

Contact (Title)	Purpose of Communication
Director, Corporate Services	<ul style="list-style-type: none"> <li>• Receive directives</li> <li>• To advise and report on policy and operational matters and recommend solutions</li> </ul>
Senior/Technical Officers	<ul style="list-style-type: none"> <li>• Give &amp; Receive reports</li> <li>• To discuss Procurement related matters.</li> <li>• Develop and maintain effective working relationships</li> <li>• Collaborate, exchange information, provide strategic advice, support and feedback</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Give advice</li> <li>• Develop and maintain effective work and industrial relation environment</li> <li>• Provide advice/update and exchange information</li> </ul>

##### **External Contacts (required for the achievement of the position objectives)**

Contact (Title)	Purpose of Communication
E-Gov	<ul style="list-style-type: none"> <li>• Receive policy directives</li> <li>• Obtain clarification on best practices to inform advice and actions</li> </ul>

Contact (Title)	Purpose of Communication
Contractors/Consultants/Suppliers	<ul style="list-style-type: none"> <li>Provide information on ICT related matters</li> </ul>
Auditors	<ul style="list-style-type: none"> <li>Receive instructions</li> <li>Provide Information</li> </ul>

## 6. AUTHORITY

- Institute short and long term ICT plans for the Corporation.
- Approve expenditure within budgetary provision
- Establish ICT standards for the Corporation.
- Select and contract services for ICT suppliers and consultants.
- Implement systems changes based on changes in organizational or user requirements.

## 7. REQUIRED COMPETENCIES

Core:

- Ability to communicate effectively in both oral and written formats.
- Strong leadership and management skills
- Good Time Management skills.
- Strong analytical and problem solving skills.
- Good Human Relations and communication skills
- Ability to motivate staff.
- Ability to successfully manage projects.

Technical:

- Expert knowledge in ICT Systems Design and in Project Management.
- Understanding and experience with management of service delivery
- Sound knowledge of current trends in Information Technology as well as the application of IT to the various Business operations.
- In-depth knowledge of EDP systems and their applications.
- Knowledge of Budget preparation techniques
- Good understanding of the business processes, practices and KPI's of User Departments/Divisions

## 8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A Bachelor's Degree in Computer Science or equivalent
- At least five (4) years' experience in a similar field
- Training in supervision or management.

## 9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work long hours to meet project implementation deadlines
- Oversee various systems that are critical to the daily operations of core business units.
- Respond to user issues and problems in a timely and adequate manner.