



Office of the Services Commissions

(Central Government)
Ministry of Finance and the Public Service Building
30 National Heroes Circle, Kingston 4
Jamaica, West Indies
Tel: 876-922-8600
Fax: 876-924-9764
Email: communications@osc.gov.jm
Website: www.osc.gov.jm

CIRCULAR No. 57 **OSC Ref. C. 6123⁴**

18th March, 2026

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 **Administrator-General's Department**:

1. **ICT Infrastructure Officer (Grade 6) - Information & Communication Technology Department**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Social Worker (Grade 5) - Operations Department**, salary range \$4,266,270 - \$5,737,659 per annum.
3. **Process Server (Grade 3) - Operations Department**, salary range \$1,711,060 - \$2,301,185 per annum.

1. **ICT Infrastructure Officer (Grade 6)**

Job Purpose

Under the management and direction of the Manager, ICT Infrastructure & User Support, the ICT Infrastructure Officer is responsible for configuring, installing, maintaining, and repairing WAN/LAN subsystems and servers for the Agency. The duties also include providing information, direction and/or recommendations regarding server, switches, etc. installations and configurations; resolution of system and network operational issues; and providing technical support to the agency's stakeholders.

Key Responsibilities

Technical/Professional

- Participates in the development, implementation and maintenance of policies, procedures for ICT Infrastructure/systems administration;
- Supports major cross-section of networking systems (e.g., remote access systems architecture, network core, building and departmental networks, wide area connectivity);
- Administers systems and servers related to the Agency's LAN and WAN (e.g. email systems, accounts, workstation ID, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users;
- Contributes to the configuration of on-site network systems (e.g. servers, routers, network security, etc.) for the purpose of ensuring efficient operations;
- Installs network (client and server) software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining the Agency's network systems;
- Performs installation, configuring and maintaining operating systems and equipment (e.g. switches, routers, servers, etc.) for the purpose of meeting the Agency's network systems requirements;
- Prepares a variety of materials (e.g. procedures, system level documentation, reports, etc.) for the purpose of documenting activities, providing written reference and/or conveying information;
- Troubleshoots malfunctions of network hardware within the Agency's local and wide area networks (e.g. servers, network connections, etc.) for the purpose of resolving operational issues and restoring services;
- Serves as a technical resource to the Agency's staff for the purpose of providing information and/or advice regarding active or planned ICT projects;
- Repairs operating systems and network equipment (e.g. servers, data communications hardware, lines, modems, network devices, switches, routers, etc.) for the purpose of maintaining equipment in a safe and functional operating condition;
- Monitors a variety of computer systems and functions (e.g. WAN/LAN connections, network traffic, performance, etc.) for the purpose of ensuring that the Agency's computer systems are secure and resources are utilized effectively;
- Researches a variety of topics (e.g. trends, hardware, etc.) for the purpose of recommending procedures and/or purchases;

- Advises senior management on the needs and configuration of new hardware purchases for the purpose of ensuring the Agency's ICT Infrastructure purchases are value for money;
- Collaborates with a variety of internal and external stakeholders (e.g. software engineers, users, etc.) for the purpose of providing and/or receiving information and ensuring programme and project success;
- Manages assigned work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines;
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions;
- Responds to inquiries from a variety of sources (e.g. senior executives, staff, vendors and service providers, etc.) for the purpose of providing technical assistance, advice and support;
- Keeps abreast of changes and new developments in ICT Systems Networking and provides evidence-based recommendations.

Management/Administrative

- Contributes to the development of the Unit's Strategic and Operational Plan and Budget.
- Develops Individual Work Plans based on alignment to the Branch's Plan.
- Maintains customer service principles, standards and measurements.
- Participates in meetings, seminars, workshops and conferences, as required.

Human Resources

- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals.
- Prepares and conducts presentations on the role of Division/Unit for the Orientation/Onboarding programme.
- The incumbent may from time to time be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

Required Knowledge, Skills and Competencies

Core

- Oral Communication
- Written Communication
- Customer & Quality Focus
- Teamwork & Cooperation
- Integrity
- Compliance
- Interpersonal Skills
- Change Management

Technical

- Good knowledge of LAN, WAN, and WLAN design and implementation;
- Good Knowledge of network capacity planning, network security principles, and general network management best practices;
- Good technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches, firewalls, remote access, DNS, VLAN, DSL, and Ethernet;
- Good hardware troubleshooting experience and network monitoring and analysis software;
- Good Knowledge about testing tools and procedures for voice and data circuits;
- Sound knowledge in defining organisational information security requirements;
- Ability to identify and analyse information security risks;
- Sound knowledge of user access control system to prevent unauthorised access, modification, manipulation etc.;
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values;
- Good Knowledge of GOJ ICT systems (existing and emerging);
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences;
- A high level of initiative and self-motivation;
- Demonstrated interpersonal and negotiation skills.

Minimum Required Qualification and Experience

- Bachelor's degree in software design, Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Two (2) years related experience in a Networking, Systems Engineering or related environment.

OR

- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification or CompTIA Network+ certification or related Networking certification;
- Two (2) years related experience in Networking, Systems Engineering or related environment.

OR

- NVQJ Level 5 in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, Information Technology or a related discipline;
- Two (2) years related experience in Networking, Systems Engineering or related environment.

OR

- Associate degree in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, Information Technology or a related discipline;
- Three (3) years related experience in Networking, Systems Engineering or related environment.

Special 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 and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and internationally to attend conferences, seminars and meetings.

2. Social Worker (Grade 5)

Job Purpose

Under the management of the Manager, Social Worker, the Social Worker is responsible for delivering high quality, person-centred, accountable statutory social care service concerning trust/estate administration and clients (children/adults and their families). The postholder works under own initiative, with a high level of autonomy, accountability and expertise. Additionally, employee's problem solving and negotiation skills within the context of developing positive professional relationships with other MDAs.

Key Responsibilities

Technical/Professional

- Applies high quality outcome-based responses to all clients (children, adults and families) impacted by estate administration proceedings eligible for social care services by:
 - providing appropriate responses or referrals within required timescales, organisational, policy and legislative requirements;
 - providing prompt support to meet immediate risks and needs in crisis situations;
 - providing targeted, appropriate support to the clients' self-assessments of their needs, working in collaboration with colleagues in Health, Education, Social Security, National Security and other Partner Agencies to contribute to multi-disciplinary assessments for improved outcomes;
 - being productive and effective as a care coordinator for clients with complex needs, supporting high risk, complex assessments, where there are specific concerns requiring a high level of specialist qualification, knowledge and skills and/or where there are difficult life circumstances or serious trauma;
 - responding to concerns and complaints;
- Coordinates and maintains a caseload where the majority of cases present complex issues, requiring complex solutions, and resolution in family/disability/financial/legal/security matters and 'high profile' referrals;
- Produces written work of high quality, showing an ability to produce complex and detailed reports/letters/court reports and comprehensive assessments of a high standard;
- Plans and acts appropriately during crisis situations facing the core function of the AGD;
- Identifies, investigates and manages potential safeguarding, mental capacity deprivation of liberty, continuing health care and other high risk/complex situations where clients

safety or liberty may be at risk, by working with all relevant Agencies so as to enable adults to take risks whilst protecting them from abuse and individual risk;

- Promotes independence and facilitate solutions, providing practical, person centered assistance for clients, their family/carer and their support network to:
 - identify community and other natural support resources, hence maximizing personal strengths and assets, preventative/universal services and other funding sources;
 - assess and review their own risks and outcomes and determine, when other interventions have not been successful;
 - design and cost a mutually-agreed best value support plan to meet agreed outcomes;
 - liaise and negotiate with local providers, support networks, and other resources;
 - identify and implement positive solutions in resolving any conflict between the parties involved;
 - arrange, implement and review support plans if requested by the clients, and providing intensive support if they required;
 - facilitate complex care and support arrangements on the clients behalf
 - refer to the Senior Social Worker unresolved support and service issues;
- Plans and provides counselling, therapeutic and other psycho-social care to clients;
- Uses data collection procedures to facilitate the validation of quantitative and qualitative monitoring tools to support the social and therapeutic care functions of the AGD;
- Conducts analysis of quantitative data as well as qualitative data on all social and therapeutic care programme inputs, outputs and outcomes;
- Produces case reports and correspondence for a variety of audiences, including meetings, conferences, court, panels and other Agencies;
- Attends meetings, conferences, court, panels and other Agencies as appropriate to address matters impacting the AGD's core function;
- Maintains efficient and reliable liaison with other MDAs, NGOs and Voluntary Agencies to aid the achievement of the AGD's mandate;
- Develops expertise and knowledge of services, conditions and local community resources and to use this to contribute to the management and development of team, group and AGD policies, processes, projects and services;
- Keeps current and maintains an up to date knowledge of legislation, policy and service developments in social work, occupational therapy and related areas of skill and expertise to meet AGD's business/operational requirements.

Management/Administrative

- Contributes to the development of the Unit's Strategic and Operational Plan and Budget.
- Develops Individual Work Plans based on alignment to the Branch's Plan.
- Maintains customer service principles, standards and measurements.
- Participates in meetings, seminars, workshops and conferences, as required.

Human Resources

- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals.
- Prepares and conducts presentations on the role of Division/Unit for the Orientation/Onboarding programme.
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core

- Oral Communication
- Written Communication
- Customer & Quality Focus
- Teamwork & Cooperation
- Integrity
- Compliance
- Interpersonal Skills
- Change Management

Technical

- Knowledge of social work principles and practices;
- Ability to manage caseloads requiring complex solutions, including major adaptations/extensions – complex family/disability/financial matters and 'high profile' referrals;
- Ability to working predominantly under own initiatives, with a level of autonomy, accountability and expertise;

- High quality problem solving and negotiation skills within a context of developing positive professional relationships with other MDAs and NGOs;
- Ability to manage time and a complex caseload effectively;
- Ability to produce complex and detailed reports/letters and comprehensive assessments of an excellent standard;
- Ability to plan and act appropriately during situations or crisis management;
- Ability to communicate in a clear and professional manner with a diverse group, such as Attorneys, Accountants, Trust Administrators (TAJ), and colleagues;
- Ability to provide information and “customer service” with ordinary courtesy, tact and diplomacy;
- Knowledge of and experience in, GOJ operations and Public Sector matters;
- A strong sense of trust and a high level of confidentiality and integrity;
- A high level of initiative and self-motivation;
- Demonstrated interpersonal and negotiation skills;
- Knowledge of computerized systems and software, with an emphasis on the MS Office Suite and Projects.

Minimum Required Qualification and Experience

- Bachelor of Social Work;
- Two (2) years’ experience working complex adult/children/family/disability/financial matters requiring ‘high profile’ interventions and referrals.

Special 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 and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and internationally to attend conferences, seminars and meetings.

3. Process Server (Grade 3)

Job Purpose

Under the general direction and management of the Director, Legal Services, the Process Server is responsible for collecting, serving and lodging legal documents to key stakeholders and providing general administrative support to the Legal Services Branch and the Department in meeting its targets, goals and objectives.

Key Responsibilities

Technical/Professional

- Serves legal documents on persons, Attorneys-at-Law, law firms, companies and other entities;
- Files legal documents in the Supreme Court of Judicature and Parish Courts for Grants of Letters of Administration;
- Files legal documents in the Court of Appeal, Supreme Court of Judicature and Parish Courts;
- Records and admits service of documents;
- Lodges and monitors legal documents to MDAs such as: Taxpayer Audit and Assessment Department, Courts, Offices/Registry, National Land Agency, Jamaica Printing Office, etc.;
- Records all documents lodged/served in accordance with Agency’s policies and procedures;
- Checks files at Court Registry periodically to obtain status of matters filed;
- Obtains court dates for matters from the Registrar of the Supreme Court;
- Takes relevant notes of court decisions or documents as advised;
- Makes and monitors applications for Birth, Death and Marriage Certificates at the Registrar General’s Department;
- Collects documents from Taxpayer Audit and Assessment Department, Courts, Office of the Registrar of Titles and other Government Departments;
- Maintains a log of all documents returned to the Department and dispatch them to the Legal Services and Operations Branch;
- Conducts research at Government Departments and obtain photocopies, as requested;
- Maintains records of searches conducted, by estate and type of search done;

- Ascertains stamping and other related costs of legal documents;
- Obtains signature of Justices of the Peace and dispatch urgent documents by hand;
- Provides input for the preparation of weekly, monthly and quarterly reports within required timeframes;
- Performs a range of administrative duties to support the function of the Branch;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in the AGD initiatives.

Management/Administrative

- Develops Individual Work Plans based on alignment to the overall plan for the Section;
- Participates in meetings, seminars, workshops and conferences, as required;
- Prepares reports and programme documents, as required;
- Maintains customer service principles, standards and measurements.

Human Resources

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.
- The incumbent may from time to time be assigned duties not specifically outlined within the Job Description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

Required Knowledge, Skills and Competencies

Core

- Oral Communication
- Written Communication
- Customer & Quality Focus
- Teamwork & Cooperation
- Integrity
- Compliance
- Interpersonal Skills
- Change Management

Technical

- Good paralegal knowledge with specific emphasis on the Laws of Succession, Conveyancing and Court procedures.
- Good knowledge of legal processes and documents.
- Knowledge of stamping, serving and lodging various legal documents.
- Good time management and organising skills.
- Good interpersonal skills and communication skills.
- Detail conscious.
- Knowledge of Customer Relationship Management principles and practices.
- Knowledge of computerized systems and software, with an emphasis on the MS Office Suite and Projects.

Minimum Required Qualification and Experience

- Five CSEC Subjects or equivalent;
- Two (2) years' experience in a Law Office or legal environment with focus on supporting the work of civil litigation.

Special 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 and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and internationally to conduct interviews, attend conferences, seminars and meetings.

Applications accompanied by résumés should be submitted **no later than Tuesday, 31st March, 2026 to:**

**Director
Human Resource and Administration Executive
Administrator General's Department
12 Ocean Boulevard
Kingston**

Email: hradmin@agd.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.

A handwritten signature in black ink, appearing to read 'M. Greene', with a long horizontal stroke extending to the right.

**M. Greene (Mrs.)
for Chief Personnel Officer (acting)**