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<u>**CIRCULAR No. 45**</u>   **5th March, 2026**
<u>**OSC Ref. C. 6222¹¹**</u>

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 **Post and Telecommunications Department:**

1. **Manager, Software Development and Database (MIS/IT 7),** salary range $6,333,301 - $8,517,586 per annum.

2. **Director, Employee Relations, Occupational Health and Safety (GMG/SEG 3),** salary range $5,198,035 - $6,990,779 per annum**.**

3. **Network Administrator (MIS/IT 5),** salary range $4,266,270 $5,737,658 per annum.

4. **Policy Analyst (GMG/SEG 2)**, salary range $4,266,270 $5,737,658 per annum.

5. **Technical & Client Support Officer (MIS/IT 4),** salary range $3,501,526 $4,709,163 per annum.

1. <u>**Manager, Software Development and Database (MIS/IT 7)**</u>

<u>**Job Purpose**</u>

Reporting to the Director, Information and Communications Technology (ICT), the Manager, Software Development & Database Administration (MIS/IT 7) is responsible for managing the development and implementation of information technology solutions based on user-defined business requirements that support the strategic objectives of the Department.

<u>**Key Responsibilities**</u>

Management/Administrative
- Contributes towards the preparation of the Operational Plan for the ICT Branch;
- Ensures that Individual Work Plans for staff are signed and prepares annual Unit Plans.
- Prepares management reports on activities undertaken by the Section;
- Formulates and implements procedures for the Section;
- Attends management meetings, as required;
- Reviews the operation and organization of the Section from time to time and implements changes as necessary, to ensure that the optimum framework for achieving objectives outlined in the Department's Operational Plan is provided;
- Advises the Director on matters relating to portfolio responsibility;
- Represents the Department at meetings, seminars and special committees, as directed.

Technical/Professional
- Develops information systems strategies in conjunction with business users based on defined business objectives and determine the cost/benefit impact of proposed projects to the Department;
- Creates, refines and enforces a structured process for the design, development, testing and deployment of all corporate information technology systems;
- Evaluates business objectives to determine whether they require new systems or enhanced existing systems;
- Determines the feasibility, cost, time and compatibility requirements of new systems or enhancements to existing systems;
- Reviews and maintains system requirement specifications and ensures that all user requirement documents contain clear, concise and accurate statements that support the information system needs of the organization;
- Oversees and supports various information systems projects, including:
  - Supporting project planning, including the analysis of preliminary business needs, budgeting, estimations of the required time and resource, definition of the project scope and objectives and securing sign-off from business users;

- ➢ Identifying needs and allocating appropriate resources to ensure timely completion of specific project tasks;
- ➢ Identifying and developing training requirements for the delivery of all information system projects to include "train the trainer" requirements and the necessary training materials;
- ➢ Providing direction to project teams, including the assignment of individual responsibilities, tasks and technical functions;
- ➢ Continually monitoring individual progress to ensure that specific project deadlines are met;
- ➢ Co-ordinating and actively participating in all stages of project development including research, design, programming, testing and implementation;
- ➢ Actively pursuing issue resolution and communicating project status/issues to business stakeholders and operational management;
- ➢ Coordinating changes with considerable consequences for the scope and schedule of projects;
- ➢ Interfacing regularly with business unit managers to define project direction and system change priorities;
- ➢ Collaborating with project team members on solution design delivery while working closely with affected stakeholders;
- ➢ Leading and coordinating project update meetings and documenting the project status and issues;
- ➢ Evaluating finished projects for goal satisfaction, on-going maintenance requirements and change/control revision procedures;
- Provides the necessary supporting documentation to enable operational areas to evaluate, prioritize and determine the cost effectiveness of information technology initiatives;
- Conducts needs analysis and resource allocation studies to determine the most effective use of ICT resources and to a lesser extent, human capital resources;
- Designs and implements corporate accountability models for the utilization of ICT resources;
- Acts as the liaison across relevant stakeholder groups, including business units, the ICT Branch and outside vendors, as directed;
- Keeps abreast of global trends and developments in ICT and makes recommendations where the Department may benefit from the implementation of such technology.

Other
- Develops and manages the performance of the Section and its staff;
- Promotes the building of institutional knowledge for the Section by ensuring that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff and recommends movement, when appropriate;
- Recommends Vacation Leave and approves Sick and Departmental Leave for staff in the Section and participates in the administration of staff benefits in keeping with established Human Resource policies;
- Recommends/administers disciplinary action in keeping with established Human Resource policies;
- Conducts monthly and other ad hoc team meetings, as required;
- Ensures that staff adheres to the policies and procedures of the Department and the Branch;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Collaborates with the Human Resource Management Branch in developing and implementing a Succession Planning Programme to ensure continuity of skills and competencies in the Section and personal development and career advancement of employees;
- Fosters teamwork, a harmonious working environment, and promotes collaborative working relations;
- Conducts performance appraisals of staff supervised for the required purpose and at the required intervals;
- Performs other related functions assigned from time to time by the Director, Information and Communications Technology.

Required Knowledge, Skills, and Competencies

Core
- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;

Technical
- Knowledge of the analysis and documentation of complex business processes;
- Knowledge of NET, PHP, SQL Server and C or C++ or JAVA;
- Knowledge of current technological trends with respect to software development;
- Knowledge of relevant computer platforms and solutions;
- Knowledge of general operations of the machinery of Government
- Knowledge of Government of Jamaica's (GOJ's) procurement procedures
- Knowledge of the Universal Postal Union (UPU) Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Finance Administration and Audit (FAA) Act
- Knowledge of the Postal Industry and its operations
- Knowledge of the Government/Department's policies and procedures
- Knowledge of budget preparation

Minimum Required Qualification and Experience

- Bachelor's Degree in Information Technology/Computer Science/Information Communication Technology/Engineering – Electronics, Telecommunications or any related area from a recognized tertiary institution;
- At least five (5) years working experience in Software Development with at least two (2) in a senior management position.
- Professional certification in applicable programming language is an advantage;
- Proven and advanced skills in Project Management.

Special Condition Associated with the Job

- May be required to work long and unscheduled work hours to meet critical deadlines.

2. **Director, Employee Relations, Occupational Health and Safety (GMG/SEG 3)**

Job Purpose

The Director, Employee Relations, Occupational Health and Safety, under the direct supervision of the Director, Human Resource Management and Development is responsible for developing and implementing employee relations and welfare strategies which are designed to motivate staff to meet the Department's strategic needs. The incumbent is also responsible for the management of discipline and grievance and is required to ensure that a harmonious industrial relations climate is created and maintained to positively impact employees' productivity, health and safety.

Key Responsibilities

Administrative/Management
- Contributes to the development and implementation of the HRMD Branch's Operational Plan and Budget;
- Develops the Operational Plan for the Employee Relations, Occupational Health and Safety Section and ensures alignment to the strategic objectives of the Department as well as the development of Individual Work Plans;
- Plans, directs and monitors the work of the Employee Relations, Occupational Health and Safety (EROHS) Section to consistently provide a high level of service by identifying priorities and co-ordinating the seamless integration of policies and programme initiatives to achieve goals and objectives of the Section;
- Prepares and submits activity/performance and other reports, as directed;
- Represents the Department at meetings/conferences and other fora, as directed;
- Provides guidance/advice to the Postmaster General, Director, HRMD and other personnel on matters under purview;
- Administers policies and programmes ensuring consistency, equity and the maintenance of good human resources practices;
- Participates in meetings with the Ministry of Finance's Industrial Relations Unit, Statutory Bodies and agencies in union negotiations on behalf of staff;

- Keeps abreast of trends and changes in employee relations and wellbeing and makes recommendations for their adoption, where necessary, to enhance the Department's human resource service delivery.

Technical
- Provides advice to managers and staff about welfare, grievance, occupational health and safety, industrial relations and disciplinary matters;
- Leads the development and monitors the maintenance, co-ordination and implementation of the following policies for the Department:
  - ➢ Code of Conduct and Disciplinary Procedures
  - ➢ Dress Code
  - ➢ Punctuality
  - ➢ Health and Safety
- Co-ordinates the establishment of a Disciplinary Committee, as required;
- Manages the administration of the disciplinary and grievance processes for the Department and reviews and signs letters/correspondences to staff and externally in this regard or as directed by the Director, Human Resource Management and Development;
- Develops and maintains an employee relations strategy that will foster and enhance co-operation, unity and fairness within the Department;
- Designs and implements systems and procedures as required, to deal with employee related issues;
- Co-ordinates the establishment of a Welfare Committee and acts as Chairperson;
- Identifies factors that may affect staff's wellbeing and productivity and devises ways to mitigate same;
- Reviews current policies, practices and cultural attitudes and makes recommendations to improve/promote a harmonious working environment;
- Ensures the proper management the operations of the Welfare Fund;
- Provides counseling for staff, as required;
- Ensures that employees are sensitized on occupational health and safety matters, work life balance practices, disaster management and other current issues;
- Ensures the effective co-ordination of health, welfare and social activities for the Department;
- Develops the Department's Hurricane Plan;
- Ensures that medical practitioners assigned to mentally ill staff are liaised with;
- Ensures that mechanisms are developed to manage occupational health and safety issues and other job related injuries that may occur;
- Oversees and reviews the preparation of HREC and HRMC submissions for consideration for submissions related to the EROHS Section such as interdiction and and consideration to terminate temporary employment);
- Reviews and signs letters resulting from the decisions of the HREC and HRMC concerning tasks linked to the EROHS Section;
- Organizes and monitors the investigation of accidents and unsafe working conditions, studies possible causes and processes remedial action;
- Ensures the development of systems to monitor, track and report workplace injuries, near misses, and safety performance;
- Manages the compliance processes with relevant statutory regulations including the requirements of the Factories Act, Occupational Health and Safety Act 2017, Employee Assistance Programme, National Workplace on HIV/Aids and related frameworks;
- Reviews data and analytics submitted to measure the effectiveness of Occupational Health and Safety related tools and policies and understand the landscape for further improvement;
- Co-ordinates the receipt and submission of the Statutory Declaration of Assets, Liabilities and Income for staff with the Department;
- Co-ordinates the Flexible Work Arrangement Programme for Department; ensuring that applications are processed in keeping with the policy and that the policy is adhered to;
- Ensures that requests for Community Service for internal staff members and external students are processed;
- Reviews and signs warning letters;
- Conducts negotiations for salary and fringe benefits for staff;
- Serves as a member of the Disciplinary Committee and reviews submissions on cases for the procedures;
- Reviews and approves claims submitted;
- Monitors redundancy and termination exercises for staff members;
- Ensures performance of officers against whom disciplinary action was instituted is monitored and report prepared;
- Ensures investigations are conducted for matters relating to disputes, grievances, legal and medical matters.

Human Resource
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiates corrective actions where necessary;
- Participates in the recruitment of staff for the Department and recommends staffing arrangements in keeping with established human resource procedures and policies;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, coaching, training and mentoring;
- Takes steps to address the welfare and development needs of staff in the Unit;
- Makes provisions for direct reports to have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures that direct reports are sensitized on the policies, procedures and regulations of the Public Service and Department;
- Recommends disciplinary action, leave and staffing arrangements for direct reports.

Other
- Serves on designated Management Committees in the Department;
- Performs other related duties that may from time to time be assigned.

Required Knowledge, Skills and Competencies

Core:
- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;
- Integrity;

Technical:
- Knowledge of advanced skills in Microsoft Office Suite;
- Good Impact and Influence Skills;
- Knowledge of The Public Service Regulations, Staff Orders for the Public Service, The Financial Administration and Audit Act Financial Instructions and other GoJ policies that guides the administration of human resource management services;
- Knowledge of GoJ's Budget Management process;
- Knowledge of The Occupational Health and Safety Act (2017);
- Knowledge of Occupational Health and Safety Administration;
- Knowledge of The Department's regulatory standards and compliance requirements;
- Knowledge of Emergency Management and Disaster and Emergency Management planning;
- Knowledge of current trends in human resource management techniques and practices.
- Knowledge of Labour Laws;
- Knowledge of Occupational Health and Safety practices.

Minimum Required Qualification and Experience

- First Degree in Human Resource Management or Development, Industrial Relations, Management Studies, Business Administration, Public Administration, Psychology or related discipline from a recognized tertiary institution; plus
- A minimum of five (5) years' experience in the administration of employee relations matters and the planning and delivery of welfare initiatives in an organization of similar size and complexity.

Special Conditions Associated with the Job:

- Normal office conditions
- May be required to work beyond regular working hours
- Spend long hours sitting and using office equipment
- Required to travel island wide
- May be required to travel overseas

3. Network Administrator (MIS/IT 5)

Job Purpose

Reporting to the Manager, Network and System Administration Services, the Network Administrator (MIS/IT 5) is responsible for managing the Department's Local Area Network (LAN) and Wide Area Network (WAN) to ensure adequate availability of computing resources, smooth transfer of information, security of data and availability and access to productivity tools that allow users to do their job effectively.

Key Responsibilities

Management and Administrative
- Collaborates with supervisor in the development of Unit and Individual Work Plans;
- Prepares performance reports for submission to supervisor;

Technical/Professional
- Designs a Local Area Network (LAN) and Wide Area Network (WAN) linking the Department and its Post Offices to allow for the sharing of resources and services; including data, voice, security and personnel;
- Designs and implements Storage Area Network (SAN) Infrastructure;
- Designs, implements and manages virtual infrastructure utilizing full capacity of server hardware;
- Plans and directs the implementation of Network Infrastructure Systems in the Department and its Post Offices;
- Implements and manages enterprise firewall solutions to support a complex and robust network infrastructure;
- Plans, manages and participates in the installation and configuration of network devices; including server boxes, operating systems, server software, routers, switches, firewalls, printers, etc.;
- Designs and configures network infrastructure services, including TCP/IP, DNS, DHCP etc.;
- Researches and recommends new ICT technologies and services to improve and optimize the Department's network systems;
- Assists with the design, development and implementation of a comprehensive Disaster Recovery Plan and strategies incorporating data and systems configuration backup, redundant devices and a Test Lab;
- Manages PBX/VoIP Infrastructure; including adding and reconfiguring IP phones, configuring pick up groups and access control and the backup of the Call Manager System;
- Evaluates the Department's network systems against established industry benchmarks for performance, security, stability etc., and plans and implements the improvements of the systems where necessary;
- Keeps meticulous records of all network infrastructure, platform(s), configuration and security upgrades, maintenance and inventory;
- Develops and implements network-wide security systems and strategies to protect the Department's ICT Network and data from viruses, external intrusion and internal/unintentional harm;
- Assists with the development of courses on the proper usage of network, system, and other ICT-related tools to be delivered to all Department's end users in an effort to:
  - ➢ Educate all end users on best practices for the enterprise environment.
  - ➢ Educate all users on the Department's ICT Network and System Administration Policy.
- Resolves and troubleshoots problems and complex issues - Investigates and provides solutions;
- Manages the use of key equipment such as photocopiers and printers;
- Keeps up to date with the relevant state-of-the-art technology, equipment and/or systems.
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

Core:
- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;

Technical/Functional
- Knowledge of designing, developing and implementing LAN and WAN solutions
- Knowledge of installing and configuring Windows Servers and active directory

- Knowledge of formulating, developing, implementing and documenting network security, backup procedures, disaster recovery plans and conducting systems analysis
- Knowledge of In-house platforms such as Windows Server, Exchange Server, FortiGate firewalls
- Knowledge of networking services/protocol such as TCP/IP, DNS, DHCP
- Knowledge of Interconnecting Cisco networking devices such as routers, switches, firewalls
- Knowledge of SAN infrastructure – Fibre Channel/ISCSI
- Knowledge of designing, implementing and managing a Virtual Infrastructure such as VMware, XEN or Microsoft Hyper-V
- Knowledge of current technological developments.
- Knowledge of managing PBX/VoIP infrastructure Knowledge of The Government/Department's policies and procedures.

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Studies/Electrical Engineering/Electronics or equivalent from an accredited tertiary institution.
- Training in administrative principles and techniques and/or management training plus;
- Three (3) years' experience in a related field.
OR
- Diploma in Computer Studies from an accredited Institution or the equivalent plus four (4) to five (5) years' experience in a related area. Training in administrative principles and techniques and/or management training.
OR
- Professional certification in Computer Studies from Microsoft, CISCO, CCNA certified or the equivalent plus six (6) years' experience in related field.
- Training in administrative principles and techniques and/or management training.
- Industry standard certification in Network Administration is highly desirable.

Special Condition Associated with the Job

- Working conditions are normal for an office environment
- Work requires almost exclusive usage of computers
- Travel locally
- May be required to work beyond regular work hours

4. Policy Analyst (GMG/SEG 2)

Job Purpose

Reporting to the Policy and Research Co-ordinator, the Policy Analyst (GMG/SEG 2) is responsible for enhancing the performance of the Post and Telecommunications Department by assisting in the formulation of policies, plans, programmes, projects and related research activities.

Key Responsibilities

Management and Administrative
- Assists with activities geared towards the development and implementation of the Department's, Strategic Plan, Operational Plan and Annual Report;
- Assists in the preparation of monthly and quarterly reports/updates on the status of the Postmaster General's programmes;
- Maintains the policies/programmes database/diary and advises the Policy and Research Co-ordinator accordingly;
- Maintains database of strategic policy issues and actions undertaken;
- Participates in the Department's policy visioning, development, monitoring and evaluation programmes;

Technical/Professional
- Provides assistance where required, concerning the development of the Postal Service Transformation Plan, including the development of policy and action plans and other documents for implementation, in collaboration with parent Ministry, key stakeholders and other Agencies;
- Assists in the development and review of organizational policies, procedures and regulations for the Department and activities that ensure staff is aware of and adheres to policies, procedures and regulations;

- Drafts outlines of Cabinet Submissions for review by the Policy and Research Co-ordinator;
- Co-ordinates the implementation of Cabinet Decisions;
- Maintains Cabinets Submission records, instructions and other documents;
- Drafts policy statements, documents and papers for submission/review by the Policy and Research Co-ordinator to parent Ministry to support changes in policy, legislation and regulations for the Postal Industry;
- Researches and recommends changes to policies, procedures and systems to enhance the functioning of the Department;
- Monitors the implementation of special projects and provides updates;
- Engages in research activities aimed at gaining data for pre and post meeting activities on policy-related issues (studies, surveys, interviews and consultations);
- Liaises with the Senior Legal Officer concerning amendments to existing legislation, as necessitated by policy changes;
- Participates in the development of training interventions for relevant staff in the Department;
- Brings inter-sectoral policy issues to the attention of the Policy and Research Co-ordinator and proposes measures by which they can be effectively addressed;
- Participates in stakeholder consultations to develop policies and to resolve policy conflicts;
- Prepares policy papers and briefs for the Policy and Research Co-ordinator on matters impacting portfolio matters;
- Contributes toward activities aimed at maintaining relationships with key stakeholders, updating records, arranging and coordinating internal and external meetings;
- Provides advice including options and recommendations for the resolution of policy issues and problems;
- Keeps up-to-date with current postal technology research and analysis techniques and participates in research work;
- Maintains systems and processes to monitor the effectiveness and outcome of legislative and regulatory measures;
- Reviews technical documents and correspondence;
- Investigates problems as assigned by supervisor and reports on findings to inform the formulation of policy solutions;
- Monitors the implementation of policies, procedures and regulations of the PTD to stakeholders;
- Prepares action plans and strategies to complement policy documents;
- 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 generally expected from a person occupying this position.

Required Knowledge, Skills and Competencies

Core:
- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;

Technical/Professional:
- Knowledge Policy development;
- Knowledge of Government policy formulation, monitoring and evaluation processes and parliamentary procedures;
- Knowledge of Policy objectives, operations and planning processes;
- Knowledge of the legislative process;
- Knowledge of Prevailing social and economic factors impacting the Postal Sector;
- Knowledge of Relevant environment standards and regulations;
- Knowledge of Strong research and consultative skills;
- Knowledge of Universal Postal Union Standards;
- Knowledge of Post Office Act (1941);
- Knowledge of Postal Industry and its operations;
- Knowledge of Process improvement opportunities while taking into consideration industry trends and best practices.

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration/Public Sector Management, Public Sector Management, Public Policy and Management, Political Science or related field from an accredited Tertiary Institution; plus
- At least three (3) years' experience in related area in the public sector or in an organization of a similar size and complexity.

Special Conditions Associated with the Job:

- Island wide travelling.
- Access confidential information within scope of authority.

5. **Technical & Client Support Officer (MIS/IT 4)**

Job Purpose

Reporting to the Manager, Technical & Client Support, the Technical & Client Support Officer (MIS/IT 4) provides technical support in relation to the Department's computers, software, other related ICT devices and internal and external customers.

The incumbent also responds to telephone calls, emails and personnel requests for technical support and researches/resolves or escalates technical problems and documents and tracks/monitors problems to ensure their timely resolution.

Key Responsibilities

Management and Administrative
- Collaborates with supervisor in the development of Unit and Individual Work Plans;
- Prepares performance reports for submission to supervisor.

Technical/Professional
- Responds to newly identified security threats, escalating such threats to the immediate supervisor;
- Assists with the roll out of Desktop PCs; such responsibilities will include software and hardware upgrade planning and the general execution of desktop rollouts;
- Recommends changes to improve systems and network configurations and determines hardware or software requirements related to such changes;
- Processes the daily receipt of tickets;
- Identifies any emergency/critical tickets logged and advise the immediate supervisor;
- Provides monthly management reports on ticket resolution metrics to the immediate supervisor;
- Follows up with specialists on unresolved tickets approaching the expiration of the SLA;
- Operates the Help Desk Hotline and either address, or route calls accordingly;
- Converts telephone requests to tickets for action by specialists where necessary;
- Resolves issues received by phone, walk-ins or email, which are within scope, according to the established guidelines for standard responses to client issues;
- Provides remote support services to user base where appropriate;
- Escalates any issue that may fall outside of scope, in accordance with the established guidelines for processing;
- Logs in manually the Ticketing System all queries/requests received outside of the formal Ticketing System to ensure that they are accounted for and tracked;
- Installs, assembles, configures and maintains a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors modems, personal computers and data communications equipment;
- Determines source and nature of computer malfunction using diagnostic and application software;
- Adjusts, repairs, and replaces malfunctioning equipment;
- Performs additional functions incidental to computer support activities;
- Maintains an up-to-date knowledge of repair practices, policies and technical specifications of microcomputer hardware;
- Provides technical support for the Section;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;
- Knowledge of advanced skills in Microsoft Office Suite.
- Knowledge of Enterprise Systems and Technology.
- Knowledge of computer hardware, systems repairs and maintenance.
- Knowledge of technology enabled automated Help Desk operations.
- Knowledge of various guiding Acts and Regulations.

- Knowledge of operating systems (Windows and Unix).
- Knowledge of Internet applications.
- Knowledge of general operations of the machinery of Government.
- Knowledge of the Universal Postal Union (UPU) Standards.
- Knowledge of the Post Office Act (1941).
- Knowledge of the Postal industry and its operations.
- Knowledge of the Government/Department's policies and procedures

Minimum Required Qualification and Experience

- Associate Degree in Computer Studies, Information Technology or related studies;
- One (1) year working experience in the field of information technology.
- Professional certification in Computer Studies from Microsoft, CISCO, CCNA, CompTIA would be an asset

OR

- Diploma in Computer Studies, Information Technology or related studies;
- Two (2) years working experience in the field of information technology.
- Professional certification in Computer Studies from Microsoft, CISCO, CCNA, CompTIA would be an asset

Special Conditions Associated with the Job

- Working conditions are normal for an office environment
- Work requires almost exclusive usage of computers
- Travel locally
- May be required to work beyond regular work hours

Applications accompanied by résumés should be submitted **no later than Wednesday, 18th March, 2026 to:**

> **Director, Human Resource Management and Development**
> **Post and Telecommunications Department**
> **6 – 10 South Camp Road**
> **Kingston**
>
> **Email: hrunit@jamaicapost.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.

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