



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

Email: communications@osc.gov.jm

Website: www.osc.gov.jm

CIRCULAR No. 167

OSC Ref. C.6222¹⁴

31st August, 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 **Post and Telecommunications Department**:

1. **Chief Internal Auditor (FMG/AS 4)**, – salary: \$6,333,301 per annum.
2. **Programmer/Analyst (MIS/IT 5)**, – salary: \$4,266,270 per annum.
3. **Quality Assurance Officer (GMG/SEG 1)**, – salary: \$3,501,526 per annum.

1. Chief Internal Auditor (FMG/AS 4)

Job Purpose

Under the general direction of the Postmaster General (PMG), the incumbent manages the internal audit function of the Department by establishing and implementing internal audit programmes, providing independent assurance that internal controls, governance processes and risk management systems are adequate and functioning effectively to accomplish the objectives of the Department in its operations, in accordance with the Financial Administration and Audit (FAA) Act and internationally accepted auditing standards.

Key Responsibilities

Management and Administrative:

- Develops and ensures the implementation of policies and procedures to guide the operations of the Unit within the framework of Government guidelines and international auditing standards (confers with the PMG);
- Participates in the development and implementation of the strategic direction of the Department;
- Leads the development and implementation of the Unit's Corporate and Operational Plans and Budget;
- Ensures that the objectives of the Internal Unit are clearly defined and communicated to the staff;
- Provides assistance/advice to the PMG on internal audit issues, as requested;
- Develops new policy guidelines in response to changing systems and practices in auditing standards;
- Develops programs to determine if ethical behavior is consistent with international standards and other related Agencies;
- Keeps abreast of trends and developments in internal audit management and recommends relevant adoption where appropriate to increase the effectiveness of the Audit Unit;
- Represents the Unit/Department at meetings/conferences and other functions as required.
- Issues guidelines and instructions to Audit Teams, tailored to each programme or functional area in the organization;
- Ensures the provision of a working environment that supports efficiency and maintains confidentiality of audit processes.

Technical/Professional:

- Leads Internal Audit's annual risk assessment planning process to develop the Audit Plan and ensures the Plan is responsive to and aligned with the risk profile of the Department;
- Leads the process for the review of the operational effectiveness and efficiency of programmes and activities carried out by the PTD;
- Manages the process for the review of organizational activities in order to determine its compliance with legislative and policy parameters;
- Develops Work Plans in consultation with the Heads of Units and Post Offices and Audit Team;

- Develops one (1) year Audit Plans in consultation with Audit Team Leaders to include the priority level of each assignment, time scheduled and the deployment of staff;
- Oversees the execution of individual audits defined in the Audit Plan ensuring the highest level of service quality and client satisfaction;
- Reviews and validates the working papers of all audits undertaken by the Internal Auditors;
- Issues all Internal Audit Reports ensuring the reports are clear, concise, identifies root causes with practical solutions, and ultimately provides value to management;
- Reviews Audits Reports and makes recommendations for changes in processes and procedures;
- Monitors Unit Head responses to Audit Reports to ascertain the level of deficiencies corrected and adherence to internal controls;
- Manages the preparation and submission of final Audit Reports with relevant recommendations and ensures timely submission of documents/information requested from the Unit;
- Monitors audit findings and makes recommendations to ensure that deficiencies are corrected, improved procedures are implemented and internal controls are adhered to;
- Prepares and submits quarterly reports on audits conducted to the Ministry of Finance and Public Service and Audit Committee;
- Provides assurance to management on the reliability of financial reporting and the degree of compliance with organizational policies, procedures and applicable laws and regulations;
- Facilitates and/or participates in the development and implementation of financial and non-financial systems for compliance with legislation, regulations and other applicable guidelines;
- Attends Public Accounts Committee sessions or other accountability fora to present audit findings and clarifications, as required.

Human Resource Management:

- 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, training and mentoring;
- Takes steps to address the welfare and development needs of staff in the Unit;
- Makes provisions for direct reports to have adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures that direct reports are sensitized to the policies, procedures and regulations of the Public Service/Department;
- Conducts audit staff training;
- Recommends disciplinary action, leave and staffing arrangements for direct reports.

Required Knowledge, Skills and Competencies

Core

- Excellent oral and written communication skills
- Strategic Vision
- Analytical thinking
- Excellent problem solving and decision-making skills
- Teamwork and co-operation
- Excellent leadership and people management skills
- Excellent interpersonal skills

Technical

- Excellent knowledge and understanding of GoJ administration system, procurement policies and procedures, the Financial Administration and Audit Act and Financial Instructions, GoJ, the Staff Orders and the Public Service Regulations and other applicable regulations;
- Sound knowledge of finance and accounting principles and practices;
- Sound knowledge of general accepted Auditing Standards.

Minimum Required Qualification and Experience

- First Degree preferably in Accounts, Finance, Business Administration, Management or Economics;
- ACCA Fundamentals or equivalent; plus, over five (5) years' auditing experience and relevant experience in the specialized area;

- Successful completion of relevant government auditing courses and professional audit training would be an asset.

Special Conditions Associated with the Job

- Required to travel island wide
- Possession of a valid Driver's License and a reliable motor vehicle

2. Programmer/Analyst (MIS/IT 5)

Job Purpose

Reporting to the Senior Programmer/Analyst, the Programmer/Analyst (MIS/IT 5) is responsible for providing technical support to design, implement and maintain software and web applications throughout the development life cycle.

Key Responsibilities

Management/Administrative:

- Prepares Performance Reports for submission to Supervisor.

Technical/Professional:

- Analyzes business and office processes to design system and user requirements;
- Develops specification of functional systems and designs requirements;
- Prepares the required documentation for applications developed;
- Provides programming services to satisfy special projects, office automation and other business requirements;
- Evaluates and modifies existing programmes to accommodate changes in system requirements;
- Assists with resolving and troubleshooting complex problems and issues. Investigates and provides solutions;
- Assists with the provision of appropriate documentation for each programme, e.g. documenting system and application functions;
- Performs tests and fixes bugs;
- Develops, implements and maintains software and web-based applications using industry-standard tools, such as PHP, C#, and ASP.Net;
- Works closely with Heads of Department and other members of the Information and Communications Technology Branch;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

Core

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

Technical

- Knowledge of PHP, C# and/or VB.NET and their ecosystems
- Knowledge of developing databases and queries using Relational Database Management System, such as MS-SQL Server and MYSQL
- Knowledge of Software Development
- Knowledge of Crystal Reports and Business Intelligence tools
- Knowledge of Computerized Management Information Systems and relevant computer applications
- Knowledge of Windows and Unix Operating Systems
- Knowledge of cPanel, IIS, XAMPP
- Knowledge of Departmental/GOJ procedures, management principles and administration in the Public Sector
- Knowledge of the Postal Industry and its operations

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Studies/Electrical Engineering/Electronics or equivalent from an accredited tertiary institution, plus three (3) years' experience in the field of Software and Web Development;
- Training in administrative principles and techniques and/or management training;

OR

- Diploma in Computer Studies from an accredited Institution or equivalent, plus four to five(4-5) years' experience in the field of Software and Web Development;
- Training in administrative principles and techniques and/or management training.

OR

- Professional certification in Computer Studies from Microsoft, CISCO, CCNA certified or equivalent, plus six (6) years' experience in the field of Software and Web Development;
- Training in administrative principles and techniques and/or management training.

Special Conditions Associated with the Job

- Effects of ergonomics;
- Work requires almost exclusive usage of computers;
- Will be required to travel locally;
- May be required to work beyond regular work hours.

3. Quality Assurance Officer (GMG/SEG 1).

Job Purpose

The Quality Assurance Officer is responsible for providing technical support in administering quality measurement tools and assisting with the implementation, monitoring and continuous improvement of the Department's Quality Assurance Framework and Quality Management System in alignment with ISO 9001 and international postal standards. The role supports performance monitoring, quality testing, data quality assurance, audits and compliance activities to enhance service reliability, operational efficiency and regulatory compliance across postal operations.

Key Responsibilities

Administrative/Managerial:

- Participates in the development of the Strategic Planning, Performance Monitoring, Policy, Research and Quality Unit Plans;
- Prepares Individual Work Plans;
- Prepares and submits activity/performance and other reports as required;
- Represents the Department at meetings/conferences and other fora as directed;
- Keeps abreast of guidelines, policies, procedures and legislations impacting deliverables and Universal Postal Union (UPU) quality assurance directives and measurement tools;
- Maintains key knowledge of all delivery standards for all postal products;
- Advises the Director, Quality Assurance Officer on matters impacting the Department.

Technical/Professional:

- Assists with the implementation and maintenance of the Department's Quality Assurance Framework and Quality Management System (QMS) in alignment with ISO 9001 principles;
- Supports the administration and monitoring of Corrective and Preventive Action (CAPA) processes, including recording non-conformities and tracking corrective actions across operational units;
- Assists in implementing quality assurance initiatives and improvement programmes aligned with international postal standards and best practices;
- Participates in the planning and execution of internal quality audits, including preparing audit documentation, recording findings and monitoring follow-up actions;
- Monitors operational processes to identify opportunities for process improvement, increased efficiency and improved service quality;
- Assists in monitoring operational risks and investigating quality incidents, and prepares reports on findings and recommended corrective actions;
- Supports the implementation and monitoring of the Universal Postal Union (UPU) Operational Efficiency and Quality Management certification programme;

- Assists with the execution and analysis of international and domestic quality testing programmes for Letters, Parcels and EMS services;
- Monitors operational performance against international delivery standards and prepares reports on service performance deviations;
- Collects and analyses data to support performance measurement systems, including indicators related to mail flow reliability, customer perception and operational risks;
- Assists in monitoring the accuracy, completeness and timeliness of electronic postal data transmitted through systems such as EAD, CDS, IPS and related EDI messaging platforms;
- Supports monitoring of postal data quality controls, including transport compliance and AR Flag requirements;
- Conducts statistical analysis and prepares performance reports to support operational monitoring and decision-making;
- Assists in identifying operational bottlenecks within the postal supply chain and supports implementation of corrective actions;
- Supports implementation and maintenance of the national postcode and addressing framework, including address validation processes and delivery point database updates;
- Assists with monitoring Operational Readiness for e-Commerce (ORE) requirements and reporting on compliance with operational and technical standards;
- Monitors EDI visibility and data quality standards related to e-commerce postal operations;
- Supports monitoring of QSF-funded projects and assists with documentation required for compliance with the UPU Project Management Manual (PMM) and Financial Management Manual (FMM);
- Assists with monitoring compliance with UPU Postal Security Standards S58 and S59.
- Supports initiatives aimed at preventing the introduction of dangerous goods into the postal network, including monitoring compliance with ICAO and IATA-UPU mail safety guidelines;
- Assists in coordinating with Customs, airlines, civil aviation authorities and other partners to support operational compliance requirements;
- Assists with maintaining and communicating delivery standards for postal products to relevant operational units;
- Supports preparation of technical guidance materials and reports aligned with international postal standards and operational requirements;
- Conducts research and analysis on emerging technologies and innovations affecting postal quality assurance and operational efficiency;
- Assists with project planning, documentation and monitoring of outputs against agreed operational and performance targets.

Required Knowledge, Skills and Competencies

Core

- Excellent oral and written communication skills
- Excellent interpersonal skill
- Excellent problem solving and decision making skills
- Excellent planning and organizing skills

Technical

- Knowledge of ISO standards and regulatory compliance
- Knowledge of Quality auditing principles and techniques including audit planning techniques, sampling and testing methods used in conducting audits
- Knowledge of Research methodology
- Knowledge of Analysis of statistical data
- Knowledge of designing and improving operational systems and procedures;
- Risk Management
- Knowledge of the Universal Postal Union Security Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Financial Administration and Audit Act
- Knowledge of Staff Orders and the Public Service Regulations
- Knowledge of the postal industry and its operations

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Production and Operations Management, Logistics and Supply Chain Management, Business Administration or related field from an accredited tertiary institution;
- Certification in Quality Auditing would be an asset; plus
- At least three (3) years working experience in quality assurance in an organization of similar size and complexity.

Applications accompanied by résumés should be submitted **no later than Friday, 11th September, 2026, to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston, CSO**

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.

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)**