



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. 189
OSC Ref. C.6608¹⁰

28th September, 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 **National Library of Jamaica**:

1. **Records Manager (PIDG/RIM 5)**, salary: \$3,676,602 per annum.
2. **Systems Support Officer (MIS/IT 4)**, salary: \$3,676,602 per annum.
3. **Web & Graphics Designer (MIS/IT 3)**, salary: \$2,299,817 per annum.
4. **Human Resource Officer (GMG/AM 2)**, salary: \$1,796,613 per annum.

1. **Records Manager (PIDG/RIM 5)**

Job Purpose

The Records Manager is responsible for developing, implementing, monitoring and maintaining the records and information management programme throughout the NLJ in compliance with policy, procedures and standards of the Jamaica Archives and Records Department (JARD). The Incumbent is required to manage the records throughout the records management lifecycle within the required legal and regulatory framework.

Key Responsibilities

Professional/Technical

- Develops and implements a policy and procedural framework to guide staff in the management and use of their records;
- Establishes and maintains a functional records management business classification scheme;
- Maintains and supports the implementation of retention schedules to ensure the systematic review and disposition of records, including the transfer of records to the Jamaica Archives and Records Department;
- Manages the appraisal, retention, disposal, storage, maintenance, and other aspects of the Library's Records Management programme;
- Carries out frequent reviews of existing retention schedules to ensure that they are compliant with relevant legislation, records management best practice and support the operational needs of the National Library of Jamaica;
- Organises the disposal of records in accordance with their retention schedule;
- Reviews and approves requests for disposition records, coordinates transmittal and disposition of agency records;
- Directs and coordinates the transfer, storage and disposal of inactive administrative records;
- Carries out surveys and reviews to ensure compliance with the record management procedures and standards;
- Handle sensitive or confidential records with utmost discretion;
- Develop strategies for disaster recovery and risk management;
- Coordinate the digitization of company records;
- Develop and implement key documentations;
- Organize the execution of RIM Committee Meetings;
- Provides advice/recommendations on the ongoing organization and storage of material to facilitate planning for future needs;
- Ensures compliance with record-keeping requirements resulting from legislation, auditing rules and other relevant regulations;
- Keeps current with emerging document management trends and current dominant technologies in records management;
- Develops and implements a structured records management training and development programme;

- Reviews the organization of all incoming documents according to a functional classification scheme;
- Maintains security and confidentiality of records;
- Reviews and authorizes the transfer of files to a secondary storage facility;
- Coordinates with the IT Branch to procure/develop a user-friendly, computer-aided records management system to include file tracking and access control;
- Operates a centralised mail management service for the National Library of Jamaica by:
 - Receiving all incoming correspondence by ensuring that all mails addressed to the library are opened, recorded, stamped and routed to the appropriate officer/branch for action.
- Ensures that confidential mail are recorded and routed unopened;
- Dispatched for post all outgoing mails;
- Manages and reconcile the stamp impress;
- Maintains value book for cheques received for the Library;
- Dispatches the drivers and attendants with outgoing mail for delivery.

Administrative

- Compiles an Access to Information Manual containing dissemination of functions, duties, services of the Library and procedures for obtaining documents in sufficient detail to facilitate requests for access to records/information;
- Maintains and oversees Attendance Records;
- Prepares Annual/Quarterly/Monthly/Periodic Reports;
- Contributes to the development of the Branch's Strategic and Operational Plan and Budget;
- Prepares performance and other reports, as required;
- Participates in meetings, seminars, workshops and conferences, as required;
- Prepares Workplans for direct reports;
- Contributes towards the development and delivery of a records management training and awareness programme;
- Coordinates to ensure business continuity in the event of a disaster;
- Embeds and maintains privacy, confidentiality and integrity of the overall records and information management.

Human Resource

- Manages the welfare and development of direct reports, holiday workers, interns or contract workers using agreed performance management tools;
- Provides leadership to staff through effective objective setting, delegation, and communication;
- Provides guidance to staff through coaching, mentoring and training, help and support, as needed;
- Participates in the recruitment of staff;
- Ensures that staff is aware of and adheres to the policies, procedures and regulations of the Department;
- Participates in the orientation of new recruits, as directed;
- Maintains harmonious relationships with colleagues;
- Implement occupational health and safety programme within Branch.

Customer Service

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interest and needs of customers in business process design;
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core

- Good oral and written communication skills
- Teamwork & cooperation
- Customer & quality focus

Technical

- Good records management skills
- Good leadership skills
- Training and development
- Good data management skills
- Information communication technology
- Planning and organizing
- Leadership skills

Minimum Required Qualification and Experience

- Degree in Archives & Records Management or
- Degree in Library and Information Studies with Certification in Records Management.
- Two (2) years of working experience at the supervisory or managerial level

2. Systems Support Officer (MIS/IT 4).

Job Purpose

Under the general direction of the Information Systems Manager, the System Support Officer will implement and maintain the library management system and other software.

Key Responsibilities

Technical

- Designs and programme software applications in response to the Library's needs;
- Participates in the evaluation and implementation of changes to application systems, including data and metadata transfer between internal and external systems;
- Configures and maintain databases and catalogues to provide access to the Library's collections;
- Migrates data into the library management software, including the conversion of nonstandard data to standards such as MARC, Dublin Core;
- Implements the library management system provided to Jamaica Libraries and Information Network (JAMLIN);
- Conducts web archiving and ensure quality of archived Websites;
- Provides technical support and training to library staff and JAMLIN members in the use of the library management software;
- Documents issues/problems and resolutions related to the maintaining of software for future reference;
- Assists with installation, configuration, upgrade, maintenance and support of software acquired by the NLJ;
- Provides in-house training in software applications used within the Library;
- Assists with the design and maintenance of Library's Website including web applications and blogs.

Required Knowledge, Skills and Competencies

Core

- Good oral and written communication skills
- Customer and quality focus
- Teamwork and cooperation

Functional

- Information communication technology
- Good data management skills
- Good records management
- Good leadership skills

Minimum Required Qualification and Experience

- Bachelors Degree in Information Technology or related discipline
- At least three (3) years' experience working in a systems support environment
- Experience in system analysis and design
- Knowledge and experience of automated library management systems or automated systems and their application

3. Web & Graphics Designer (MIS/IT 3)

Job Purpose

Under the direction of the Director, Technical Services & Network, the Web and Graphics Designer is responsible for designing, implementing and maintaining the Library's web presence as well as designing graphics for promotion of the library's services and resources.

Key Responsibilities

Technical/Professional

- Designs, builds, and maintains the Library's Website Server including protecting operating and content management systems;
- Maintains the content management system (WordPress) inclusive of dashboard, plugins, optimization, php coding and system versions;
- Conduct regular backup of Websites;
- Conceptualize and design new webpages & re-design of existing webpages;
- Conduct usability testing on Website to improve the user experience;
- Optimize website performance;
- Conduct security risk management audit of Websites and implement measures to mitigate against risk identified;
- Review website map/structure and effect corrective action;
- Recommends innovative solutions and customer interfaces to improve usability and content;
- Develops and initiate procedures for ongoing Website updates and revisions;
- Develops and document style guidelines for Website content;
- Analyzes design needs and capture technical requirements of the various teams;
- Conceptualize and design graphics for social media platforms and exhibitions;
- Designs graphics and prepare publications to meet a variety of promotional materials;
- Collaborates with the Public Relations and Special Programmes Team Members to understand and implement designs for marketing and communication plans;
- Keeps abreast of new and emerging development in web and graphics design and implementing recommendations and best practices;
- Prepares progress reports.

Required Knowledge, Skills and Competencies

Core

- Information communication technology
- Good data management
- Good records management
- Good leadership skills

Minimum Required Qualification and Experience

- Associate Degree or Diploma in Information Technology with minimum five (5) CSEC or equivalent subjects to include Mathematics & English
- Training or demonstrated experience in graphics design
- Two (2) years related work experience

4. Human Resource Officer (GMG/AM 2)

Job Purpose

Under the direction of the Director, Human Resource Management & Administration, the Human Resource Officer provides support in human resource functions such as the administration and benefit services to employees.

Key Responsibilities

Professional/Technical

- Processes leave applications for employees;
- Prepares leave reports for submission to Director Human Resource Management;
- Prepares correspondence for the implementation and adjustment of salary related matters
- Maintains Pension Particulars for current and former employee;
- Updates Service Records to reflect changes in salary, job title and classification and acting appointments;

- Administers the medical, life and personal accident insurance benefits for employees;
- Monitors the attendance records and prepares relevant correspondence;
- Administers the process for the issuing of staff identification cards;
- Ensures the maintenance of the personnel records reflecting all changes related to employees;
- Maintains an appropriate system to control and safeguard confidential documents, files and report;
- Participates in the recruitment process by scheduling appointments, arranging and preparing the necessary documents, as directed;
- Assists in providing advice on staff welfare and benefits to stakeholders;
- Participates in the development and execution of staff welfare programmes and events;
- Assists with the administration of the performance management records;
- Assists with the application process for loans, grants and exemption benefits;
- Consults with the relevant training /educational institutions to identify training and development opportunities for staff;
- Monitors the work experience and volunteer programme;
- Reviews all HR documentation to ensure up to date information consistent with current policies;
- Exhibits professionalism, tact, diplomacy and confidentiality to promote good working relationship among staff members;
- Keeps abreast of guidelines, policies, procedures and legislation impacting deliverables in areas of responsibility;
- Performs any other duties assigned from time to time.

Required Knowledge, Skills and Competencies

Core

- Good oral and written communication skills
- Teamwork & cooperation
- Good customer & quality focus

Technical

- Good administrative management
- Good records management
- Good data management
- Information communication technology
- Good planning & organizing skills

Minimum Required Qualification and Experience

- Diploma/Associate Degree in Human Resource Management or relevant discipline
- Training in GOJ Leave/Pension Administration
- At least two (2) years of related experience
- Excellent Knowledge of Microsoft Office Suite

Special Conditions Associated with the Job

- May be required to work outside of normal working hours from time to time to include weekends.

Applications accompanied by résumés should be submitted **no later than Friday, 9th October 2026, to:**

**Director, Human Resource Management and Administration
National Library of Jamaica
12 East Street
P.O. Box 823
Kingston**

Email: nljhrm@nlj.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)**