



Applications are being invited from suitably qualified candidates to fill the following **vacant** posts in the **Corporate Planning and Administrative Division, Information Communication Technology**:

1. **ICT Security Manager (MIS/IT 7) Pay Band 10 (Vacant)**, salary range \$4,947,565 – \$6,653,925 per annum and any allowance(s) attached to the post.
2. **Application Development Manager (MIS/IT 7) Pay Band 10 (Vacant)**, salary range \$4,947,565 – \$6,653,925 per annum and any allowance(s) attached to the post.
3. **Business Analyst (MIS/IT 6) Pay Band 9 (Vacant)**, salary range \$4,060,697 – \$5,461,186 per annum and any allowance(s) attached to the post
4. **Software Engineer (MIS/IT 5) Pay Band 8 (2 Vacant post)**, salary range \$3,332,803 – \$4,482,249 per annum and any allowance(s) attached to the post.
5. **Web & Mobile Specialist (MIS/IT 5) Pay Band 8 (Vacant)**, salary range \$3,332,803 – \$4,482,249 per annum and any allowance(s) attached to the post.
6. **Administrative Assistant (GMG/AM 3) Pay Band 5 (Vacant)**, salary range \$1,753,837 – \$2,358,715 per annum and any allowance(s) attached to the post.

1. **ICT Security Manager (MIS/IT 7)**

Job Purpose

Under the general direction of the Director, ICT, the ICT Security Manager, is responsible for managing all aspects of ICT security and risks for the MOFPS', including Cybersecurity, IT Risk Management, Network Defence, Firewall Management, intrusion detection systems, Security risk assessments, IT Security project management, penetration testing, as well as ensuring that there is ongoing monitoring, maintenance and security evaluation of the organization's ICT network and systems. Additionally, the IT Security Manager, will administer the organization's information technology security policies and practices to ensure authorized users can readily access information safely and that the network is protected in the event of eventualities, to facilitate a timely return to normal operations.

Key Responsibility Areas

Technical/Professional Responsibilities

- Develops, designs and implements solutions (security devices and software) to ensure the safety of internal products and information;
- In conjunction with network and system administrators, creates, modifies and updates security systems such as firewalls, antivirus, and IDS/IPS and SIEM software;

- Manages security measures for information technology systems within the wide area networked environment;
- Monitors compliance with information security policies and procedures;
- Performs regular inspections of systems and network processes for security updates;
- Monitors network traffic for breaches and suspicious behaviour;
- Maintains security records of monitoring and incident response activities;
- Prepares specialized cyber threat and situational and incident related reports;
- Leads in the response to breaches in the security system;
- Performs vulnerability and penetration tests across all network segments so as to mitigate against attacks;
- Identifies breaches/threats and, in conjunction with network and system administrators, work to devise and implement steps to defend against them;
- Evaluates and deconstructs Malware Software;
- Analyses current security requirements and makes recommendations for improvements to relevant ICT policies/standards/guidelines and suggestions for authorization roles for file access;
- Analyses cyber and technical threats;
- Conducts periodic audits to identify potential risks on all network segments and to initiate security and safety measures and strategies;
- Designs and conducts sensitization sessions pertaining to the security portfolio;
- Collaborates with key internal stakeholders (management and staff) to assess security needs;
- Collaborates with the Systems Administration Manager in the implementation and maintenance of security frameworks for existing and new systems;
- Consults with relevant stakeholders on the best security practices;
- Keeps abreast of security occurrences/developments locally and internationally;
- Administers information security software and controls;
- Conducts research to keep abreast on ICT security products, services, protocols, standards and industry trends;
- Creates/maintains ICT security policies, standards, and guidelines.

Management/Administrative Responsibilities

- Manages the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports to Director, ICT, Deputy Financial Secretary – Corporate Programme Management and other relevant stakeholders;
- Attends Committee meetings and executes directives as necessary;
- Represents Director, ICT at meetings, conferences, workshops and seminars as required
- Supervises the work of the Security Officer

Human Resources Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;

- Evaluates and monitors the performance of staff in the Section and implements appropriate strategies;
- Development of individual work plan
- Participates in the recruitment and training of staff in the Division;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service reports in accordance with established standards.

Other Responsibilities

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

Required Competencies

- Good Knowledge of security capacity planning, network security principles, and general network management best practices
- Good knowledge about testing tools and procedures for voice and data circuits.
- Sound knowledge of Security Regulations and Standards
- Excellent knowledge of Risk Management frameworks
- Ability to identify and analyse information security risks
- Sound knowledge of user access control system to prevent unauthorised access, modification, manipulation etc.
- Sound knowledge in data loss prevention techniques
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to MSWord, PowerPoint, Excel and MS Project or other project tool
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Detail oriented
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Master's Degree in Cyber Security, Network Security or Security Analyst, Risk and Incident Management or a related discipline;

- Cisco Certified Security Associate (CCNA) or Cisco Certified Security Professional (CCNP)
- Four (4) years related experience, with at least two (2) years in a Network and Security role (with Intrusion Prevention Systems).

OR

- Bachelor's Degree in Cyber Security, Network Security or Security Analyst, Risk and Incident Management or a related discipline;
- Cisco Certified Security Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification;
- Six (6) years related experience, with at least three (3) years in a Security role with Intrusion Prevention Systems).

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 overseas to attend conferences, seminars and meetings.

2. Application Development Manager (MIS/IT 7)

Job Purpose

Under the general direction of the Director, ICT, the Application Development Manager is responsible for planning, coordinating, and supervising the activities related to the design, development, and implementation of organizational information systems and software applications. The Manager is also responsible for maintaining, supporting, and upgrading existing systems and applications. The post-holder will apply proven communication skills, problem-solving skills, and knowledge of best practices to guide his/her development team on issues related to the design, development, and deployment of mission-critical information and software systems.

Key Responsibility Areas

Technical/Professional Responsibilities

- Develops and monitors mechanisms to manage the following phases of the application development lifecycle: gather requirements; design code and test application;
- Leads and provides direction for short and long-term planning sessions to ensure understanding of business goals and direction;
- Provides strategic input from a business and ICT perspective;
- Leads the assessment of client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to prioritize immediate business needs and recommends options, risks, and cost vs. benefits;

- Leads development and communicates business requirements and functional specifications for the design and implementation of business solutions;
- Analyzes client operations to understand their strengths and weaknesses to determine opportunities for improvements;
- Provides recommendations for business process redesign/reengineering and documentation as needed for new technology;
- Reviews and approves feasibility studies and draft proposals for evaluation by appropriate users and executive staff members;
- Reviews, edits and approves business case test plans;
- Monitors testing process to ensure that business results are adequately tested with minimal risk;
- Ensures test strategies involve appropriate integration and process components;
- Investigates business problems and develops recommendations for resolution;
- Identifies need for technical assistance to help in problem resolution;
- Keeps clients informed of problems, issues, and resolutions.
- Monitors and analyzes performance metrics to ensure client satisfaction and expectations;
- Establishes measurable individual and team objectives that are aligned with business and ministry goals;
- Devises mechanisms to documents and presents performance assessments;
- Develops analytical framework to be used especially if there is a change in direction;
- Manages the development and implementation of change control processes for the development team to follow;
- Manages the development and deployment of new applications, systems software, and/or enhancements to existing applications throughout the Ministry;
- Ensures that development projects meet business requirements and goals, fulfill end-user requirements, and identify and resolve systems issues;
- Oversees the collaboration of analysts, designers, and system owners in the testing of new software programmes and applications;
- Manages and provides direction for the application development team in support of business operations;
- Oversees the review and analyses of existing applications' effectiveness and efficiency, and develops strategies for improving or leveraging these systems;
- Provides research and makes recommendations on software products and services in support of procurement and development efforts;
- Prepares reports supported by evidence based data to aid in the decision making process;
- Develops/ reviews and amends application software policies, standards, guidelines and operating procedures in accordance to industry standards and best practices;
- Participates in ICT workforce deployment activities and related initiatives;
- Generates appropriate communication, process and educational plans for mitigating the disruption of change;
- Coaches and transfers knowledge to all team members as required.

Management/Administrative:

- Manages the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports to Director, ICT, Deputy Financial Secretary – Corporate Planning and Administration Division and other relevant stakeholders;
- Attends Committee meetings and executes directives as necessary;
- Represents Director, ICT at meetings, conferences, workshops and seminars.

Human Resources:

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of staff in the Section and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Section;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

Customer Service:

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service reports in accordance with established standards.

Required Knowledge, Skills and Competencies

- Good knowledge of software and application development best practices
- Strong knowledge and experience with a Software Development Life Cycle (SDLC) and system development methodologies (Waterfall, Prototyping, Lean, Scrum)
- Working knowledge of business analysis tools such as SWOT, Business Process Modelling, Use Case Modelling, GAP Analysis, RACI Matrix, etc.
- Working knowledge of programming languages and databases (PHP, SQL,HTML/CSS, JavaScript, MS SQL Server, MySQL) and development environments/frameworks (LAMO, WAMP, NET,ASP.NET)
- Working knowledge in the use of Content Management Systems (Joomla, WordPress)
- Working knowledge of the principles of project management, time management and problem solving

- Ability to work on multiple projects at varying stages
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Master's Degree in Computer Science, ICT, Management Information Systems, Business Administration or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Four (4) years related experience, with at least two (2) years in an Application Development role.

OR

- Bachelor's Degree in Computer Science, ICT, Management Information Systems, Business Administration or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Six (6) years related experience, with at least three (3) years in an Application Development role.

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 overseas to attend conferences, seminars and meetings.

3. **Business Analyst (MIS/IT 6)**

Job Purpose

Under the general direction of the Application Development Manager, the Business Analyst is responsible for conducting analysis of functional business processes and functional business requirements and participates in the development of business cases in the support of process changes and/or ICT projects.

Key Responsibilities

Technical/Professional:

- Conducts data gathering and analysis to understand business strategy requirements;
- Contributes to the business short and long-term planning sessions and provides counsel to ensure understanding of the strategic business goals and direction;
- Provides appropriate technical and professional advice;
- Provides strategic input from a business and ICT perspective;
- Assesses client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities, and may advise on options;
- Designs, builds, tests and maintains data analytics solutions, ensuring that they meet business requirements and user needs;
- Develops and communicates business requirements and functional specifications for the implementation of business solutions;
- Analyzes client operations to understand their strengths and weaknesses to determine opportunities for improvements;
- Provides technical assistance in the development of business case (i.e., research, data collection and analysis);
- Develops user test cases and validates test results during testing;
- Arranges and executes test cases to facilitate the debugging process, changes and simplify integration;
- Develops dashboards supporting strategic support unit activities, such as divisional reporting and risk management;
- Collaborates with Executive management to identify opportunities to apply new business intelligence insights to various areas of the Ministry;
- Investigates, resolves and escalates problems and develops recommendations for resolution;
- Identifies need for technical assistance to help in problem resolution;
- Provides support (i.e., creating reports, research, documentation) for the analysis of client satisfaction data;
- Supports effort to ensure ICT solutions meet client needs.

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.

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 Unit for the Orientation and Onboarding programme.

Customer Service:

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;

Required Knowledge, Skills and Competencies

- Strong knowledge and experience with a Software Development Life Cycle (SDLC)
- Demonstrated leadership and attention to detail through prior experience at strategic and tactical/implementation levels
- Ability to work on multiple projects at varying stages.
- Strong decision making/problem solving skills.
- Ability to work within and contribute to workflow processes.
- Ability to manage customer's expectations according to internal timeliness and commitments.
- Ability to take complicated or complex information and present it in a logical and concise manner
- Demonstrated thirst for keeping abreast of BA best practice
- Principles of project estimation and planning
- Principles of project management, time management and problem solving
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Computer Science, ICT, Management Information Systems, Business Administration, Management Studies or a related discipline;
- Specialized training in Business Analysis;
- Four (4) years related experience, in a Business Analysis 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 overseas to attend conferences, seminars and meetings.

4. Software Engineer (MIS/IT 5)

Job Purpose

Under the general direction of the Application Development Manager, the Software Engineer is responsible for developing moderately complex software, creates and executes designs for small sets of new functionality for use in the MoFPS and wider GOJ. Software Engineer will also participate in identifying user requirements, designing, coding, implementing, and maintaining software solutions.

Key Responsibility

Technical/Professional:

- Develops moderately complex software solutions using cutting edge industry standards and assembly language to create workable ICT applications by consistently following coding standards;
- Actively participates in the development and review of business and system requirements to obtain a thorough understanding of business needs in order to deliver accurate solutions;
- Utilizes software engineering tools such as configuration management systems, build processes, and debuggers in the software development process;
- Creates and executes designs for small sets of new functionality as part of a software project;
- Collaborates and adds value through participation in peer code reviews, providing comments and suggestions;
- Provides reliable solutions to a variety of problems using sound problem solving techniques;
- Performs technical root cause analysis and outlines corrective action for given problems;
- Estimates level of effort, evaluates new options of similar technology, offers suggestions to improve processes, and provides comments on some electrical design aspects;
- Works collaboratively and professionally with other ICT staff members in cross functional teams to achieve goals,
- Reviews product and/or application information including manuals and brochures for technical accuracy;
- Produces technical documentation that accurately and thoroughly depicts the software design and code base;
- Confers with end users and various divisional representatives in resolving questions of programme/system intent, output requirements, input data acquisition, and inclusion of internal checks and controls;
- Performs programme maintenance, modifications, and enhancements to new/existing systems through programming, testing, documenting, and training users;
- Performs adequate unit testing and evaluation of application development work, ensuring requirements are addressed, basic functionality works, and errors are handled properly;
- Expediently troubleshoot application production issues that resolve the concerns without causing additional problems;
- Works with stakeholders to gather and analyze project specifications and flow charts;

- Assists with the training of staff in the use of computer hardware and software solutions;
- Keeps abreast of trends and developments in ICT and initiates/recommends their use where necessary to improve the work of the department/division.
- Remains current on ICT policies/programmes and related GOJ policies/initiatives to ensure compliance;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in ICT and Software Development initiatives.

Management/Administrative:

- Contributes to the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Attends meetings, conferences, workshops and seminars as necessary;

Human Resources Responsibilities

- Participates in presentations on role of Division/Unit for the Orientation/Onboarding programme.

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;

Required Knowledge, Skills and Competencies

- Good knowledge of information technology fundamentals and programming languages
- Ability to gain detailed knowledge of in-house programming languages, programme design and development procedures, turnover procedures, and housekeeping standards
- Ability to perform analysis of straightforward system functionality
- Ability to gain detailed knowledge of general system architecture and functionality, as well as detailed knowledge of specific sub-systems.
- Working knowledge of commonly used concepts, practices, and procedures as it relates to software development
- Ability to effectively manage time while working on multiple assignments with/without guidance as to relative priorities of assignments
- Sound knowledge of current ICT trends.
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values.
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool.
- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others

- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Software Engineering, Computer Science, ICT and Management Information Systems, or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Three (3) years' experience in an Application Development role.

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 overseas to attend conferences, seminars and meetings.

5. **Web & Mobile Specialist (MIS/IT 5)**

Job Purpose

Under the general direction of the Application Development Manager, the Web and Mobile Specialist has primary responsibility for designing and maintaining the MOFPS websites and mobile applications, ensuring that sites are functioning properly and are available to users. The web specialist also tests the speed/ease of access in navigating websites and continuously improves on loading speed.

Key Responsibility

Technical/Professional:

- Develops and maintains knowledge of the Ministry's ICT applications portfolio, development tools, and development procedures;
- Actively participates in the development and review of business and system requirements to obtain a thorough understanding of business needs in order to deliver accurate solutions;
- Develops high quality software code in accordance with established ICT standards and development guidelines;
- Produces technical documentation that accurately and thoroughly depicts the software design and code base;
- Confers with end users and various divisional representatives in resolving questions of program/system intent, output requirements, input data acquisition, and inclusion of internal checks and controls;
- Performs website and mobile app development, modifications, and enhancements to meet client needs through programming, testing, documenting, and training users;
- Performs adequate testing and evaluation of application development work, ensuring requirements are addressed, basic functionality is achieved ;

- Expediently troubleshoots website and mobile application production issues and resolves the concerns ;
- Reviews and analyzes the effectiveness of existing websites and mobile apps and develops strategies for enhancing or further leveraging these systems;
- Leads cross-functional and technical groups/committees to address the ICT operations of the Ministry and web content in particular, and other areas as required;
- Establishes and maintains effective working relationship with external service providers, customers, and other branches of the division;
- Keeps abreast of trends and developments in ICT and initiates/recommends their use where necessary to improve the work of the department/division.
- Remains current on ICT policies/programmes and related GOJ policies/initiatives to ensure compliance;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in ICT and Web development initiatives.

Management/Administrative:

- Contributes to the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plan;
- Regulate and manage access rights of different users on website Prepares reports to Director, Application Development, the Director, ICT, the Deputy Financial Secretary – Corporate Programme Management and other relevant stakeholders;
- Attends Committee meetings and executes directives as necessary;
- Represents Director, Application Development, at meetings, conferences, workshops and seminars related to web technology.

Human Resources:

- Provides leadership and guidance on web and mobile applications issues through effective planning, communication, training, and discipline;
- Coordinates the development of individual work plan ;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;
- Prepares quarterly and/or annually customer service reports in accordance with established standards.

Required Knowledge, Skills and Competencies

- Ability to perform analysis of straightforward system functionality
- Ability to gain detailed knowledge of general web based e and functionality, as well as detailed knowledge of specific sub-systems.
- Working knowledge of commonly used concepts, practices, and procedures as it relates to software development
- Ability to effectively manage time while working on multiple assignments with/without guidance as to relative priorities of assignments

- Good knowledge of information technology fundamentals and programming languages including C#. Net, ASP MVC.Net, PHP, and Java
- Good knowledge of web development tools including JavaScript, Angular JS, JQuery, CSS3 and HTML5
- Good knowledge of developing stored procedures and transactional SQL
- Sound knowledge of current ICT trends
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool
- Excellent interpersonal and team building skills Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree in Software Engineering, Computer Science, Management Information Systems, or a related discipline;
- Specialized training in Software Design and Business Analysis;
- Three to five (3-5) years related experience, with at least three (3) years in an Application Development role.

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 overseas to attend conferences, seminars and meetings.

6. **Administrative Assistant (MIS/IT 7)**

Job Purpose

Under the supervision of the Director, ICT, the Administrative Assistant provides administrative support services that enhance the Director's Office and the operations of the Sections in general. The Administrative Assistant coordinates the activities of the office, organizes meetings, and manages/monitors the Director's calendar, drafts reports and other documentations; undertake research on special projects to support the work of the Director and to allow for the efficient operation of the section and the delivery of service to its clients.

Key Responsibility

Technical/Professional :

- Manages the calendar of schedules and appointments on behalf of the Director;
- Prepares audio visual presentations as appropriate; prepares Briefs, background information and/or supporting documents for scheduled appointments, meetings, speaking engagements, conferences, interviews as appropriate/directed;
- Reviews, collates and edits reports for submission to the DFS, CPAD and other stakeholders as directed
- Composes and prepares correspondence, memoranda, agenda and other documents that are oftentimes confidential
- Produces and distributes action minutes of meetings; follows up on actions to be taken;
- Coordinates all activities related to the preparation of the section's budget, corporate and operational plans, individual work plans, performance appraisal reports, leave schedules and training needs analysis to ensure submission within stipulated deadlines.
- Ensures cabinet decisions are received and actioned as directed/appropriate;
- Communicates directly on behalf of the Director with Executive management, staff, external clients /customers stakeholders and others, on matters related to the Director's Office;
- Functions as a liaison for smooth communication between the Director's Office and internal divisions/branches in a manner that serves to maintain credibility, trust and support with senior management and staff;
- Ensures visitors and incoming calls to the Director's Office are received and screened; information or access is provided; referrals to appropriate staff effected; and/or other action are taken as deemed appropriate;
- Works closely with the Director to keep him/her well informed of upcoming commitments and schedules and follow-up as appropriate;
- Processes all correspondences addressed to the Director; and routes correspondence and documents as appropriate to allow for the efficient operation of the section;
- Researches, prioritizes, and follows up on incoming issues and concerns escalated to the Director including those of a complex, sensitive or confidential nature and refer or follow up on response as appropriate;
- Conducts on-line and off-line research at the request of the Director
- Coordinates the receipt, distribution and dispatch of files and correspondence within the section to ensure that matters are settled in accordance with service standards.
- Ensures confidential files and records management systems, electronic and hard copy, are established and maintained in accordance with established policies and generally accepted professional standards
- Maintains and updates databases, consults with Information Systems Personnel regarding programming problems and/or data integrity and makes recommendations for system enhancement.
- Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the office;
- Maintains knowledge of the section's operations, working knowledge of the policies, procedures practices and protocols so as to be able to respond appropriately to enquiries, requests or issues;

Human Resource:

- Maintains harmonious relationships with colleagues.

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service reports in accordance with established standards.

Required Knowledge, Skills and Competencies

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Working knowledge of the format of cabinet submission and the approval process
- Excellent keyboarding dexterity
- Solid dictation and transcribing skills
- Working knowledge of statutes, legislations, regulations policies and procedures that guide the operations of the section
- General knowledge in budget cash flow preparation
- Knowledge of office management and administrative procedures and practices
- Knowledge of the principles and practices of public administration
- Knowledge of research and statistical methods and techniques
- Ability to compose correspondence and reports
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Highly customer focused/customer service driven
- Very Good multitasking skills
- Highly developed confidentiality in dealing with sensitive matters
- Possesses dexterity in keyboarding and hand and eye coordination
- Possesses innovativeness in resolving issues
- Ability to work well in a team as well as alone
- Excellent communication and professional disposition
- Working knowledge of the public service machinery

Minimum Required Qualification and Experience

- Diploma in Administrative Management or Business Administration or related Social Science
- Three (3) years' experience in a related field

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 clients which will result in high degrees of pressure, on occasions.

***Suitably qualified persons are invited to forward a cover letter and résumé no later than
Wednesday, March 29, 2023 to:***

*Senior Director, Human Resource Management & Development
Human Resource Management & Development Branch
Ministry of Finance & the Public Service
30 National Heroes Circle
Kingston
hrapplications@mof.gov.jm*

Please identify the job title of interest as the subject.
*Detailed information about the position can be accessed on the Ministry's website
www.mof.gov.jm:*

***We thank all applicants for the interest expressed; however, only shortlisted candidates will
be contacted.***