



## Office of the Services Commissions

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### **CIRCULAR No. 377** **OSC Ref. C. 6222<sup>9</sup>**

5<sup>th</sup> September, 2022

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 **Postal Corporation of Jamaica**:

**Infrastructure and Information System Specialist (MIS/IT 6)**, salary range \$2,138,484 - \$2,541,986 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

The incumbent has direct responsibility for the Network and the Corporation's entire Information and Communication Technology (ICT) equipment as well as software critical to the optimal functionality of the infrastructure. It is also the Specialist's duty to ensure that all ICT equipment purchased by the Unit conforms to the Government's standards and are kept fully functional. The incumbent will provide critical support to the Corporation in its efforts to use electronic means/technology to increase efficiency and effectiveness in monitoring the Industry for compliance while facilitating its timely growth and development.

#### **Key Responsibilities**

##### ***Provides a secure, reliable and efficient ICT based environment by:***

- Overseeing the implementation of Local and Wide Area Networks (LWAN), including Network Servers, Routers, Switches, Firewalls, Workstations and other peripheral devices;
- Ensuring the installation and configuration of Network Servers for Email, Internet, Proxy, Web and Intranet Services;
- Managing, installing and configuring all necessary Telecommunication devices;
- Ensuring that Network and Communication Work Plans are executed according to agreed standards, targets and schedules;
- Diagnosing, analyzing and resolving complex and routine server, network, computer hardware and infrastructure problems as they occur;
- Ensuring the installation of server, network, computer and telecommunications related operating software, upgrades and patches;
- Maintaining proper documentation of all aspects of IT infrastructure.

##### ***Optimizes system performance by:***

- Monitoring servers and computer systems and implementing parameter tuning geared to improving system performance.
- Customizing modifiable system files to improve performance as instructed.
- Providing restricted system information as requested by authorized personnel.
- Diagnosing, analyzing and resolving simple routine system management-related problems.
- Maintaining documentation regarding network configurations, operating procedures and service records relating to network hardware and software.
- Assists in providing training for end users by:
  - ✓ Reviewing system logs to identify areas of poor usage and/or abuse of the network and computer systems;
  - ✓ Defining user requirement;
  - ✓ Determining course participants;
  - ✓ Preparing course material and handouts;
  - ✓ Facilitating the delivery of user training.

##### ***Ensures the security and integrity of the network computer system by:***

- Participating in risk analysis and periodic reviews;
- Assisting in devising measures for back-up, system redundancy, virus prevention and disaster recovery which will minimize exposure to potential threats and reduce recovery time after disasters;
- Establishes secured connectivity with the Internet for related services such as Email, Web browsing, VPN, FTP etc.;
- Maintains Mail, Web and Intranet Servers.

***Conducts the installation of servers, computers and peripherals throughout the***

**Corporation by:**

- Inspecting sites to assess infrastructural needs;
- Developing hardware and software specifications and requests for quotation/proposal for the award of contracts and other related documentation;
- Supervising the work of contractors and making recommendations for corrective actions or payment;
- Preparing operational procedures for equipment use and maintenance of operating environment;
- Monitoring the supply of electricity to computers and related equipment to ensure the availability of clean and continuous power at all times, except for scheduled maintenance;
- Keeping abreast of trends and developments in Information Technology, especially in networking and communication related devices, system software and diagnostic tools;
- Overseeing activities of the infrastructure development function, including assisting with the development of that component of the Corporate/ Operational and Unit Plans and Budget and monitoring the Section's achievement against them.

**Plans, organizes and directs the work of the staff by:**

- Participating in the selection, training and assessment of staff;
- Ensuring that the duties and responsibilities of staff are conveyed to them in writing;
- Assisting in developing and maintaining proper operational standards and techniques for staff;
- Assisting in exploring and interpreting policy and directives of the Corporation/Board Ministry for staff;
- Promoting an environment conducive to proper functioning of staff motivation in order to maintain a high morale within the Unit.

**Ensures efficient and economic use of the computer capabilities by:**

- Developing and implementing operating/administrative procedures for the coordination and scheduling data processing operations;
- In consultation with the Director, develops procedures and criteria for establishing job priorities;
- Develops reporting procedures to facilitate the recording of activities and the performance of all Information Technology (IT) equipment;
- In consultation with the Director, develops forecasts of requirements, equipment and other resources;
- Identifying and assessing backup facilities in the event of computer failure or excessive workload;
- Reviewing monthly Performance Reports to ensure that production standards are maintained and to assess staff performance;
- Raising requisitions and ensuring that computer stocks re-order levels are maintained;
- Maintaining inventory of all ICT equipment and supplies;
- Conferring with Section Managers to establish job control, operating instructions and long term computer requirements;
- Making monthly and emergency visits to the Local Offices with computer facilities and making recommendations on the use, development and administration of the computer, staff and equipment;
- Ensuring the appropriate security facilities and procedures are in place and maintained to prevent and minimize loss or damage to the software and hardware;
- Reviewing technology practices in MIS relating to peripheral equipment and telecommunication networks by assessing their value and applicability in meeting the Corporation's requirements;
- Ensuring that defective obsolete equipment is boarded.

**Provides support advice and information to ICT users in a timely, responsive, cost-effective manner by:**

- Participating in quality assurance review of bespoke software applications;
- Assuming responsibility for the operations and maintenance of applications accepted into production;
- Providing technical support for all areas on end-user computing;
- Participating in contract and related negotiations with suppliers when necessary or required;
- Establishing telecommunication links with other Ministries and Departments or entities as required;
- Defining performance, security and reliability standards for equipment/devices to be acquired by the Corporation;
- Enforcing policies and standards for the access and use of information technology resources within the Corporation;
- Liaising with Departmental Heads and Managers throughout the entire Corporation regarding source documents and procedures as related to the various applications within their Division/Unit.;
- Advising users of the correct use of the various applications in use and resolving technical problems associated with processing and daily usage.

**Provides support and advice to the Postal Industry through by:**

- Providing guidance on the adoption and implementation of technology in the Industry to improve efficiency, transparency and compliance;
- Routinely providing technical assistance to the Units of the Corporation in the execution of core duties;
- Liaising with external partners (ex. E-GOV, JAMPRO, etc.) to maintain ICT infrastructure and applications that are used within the Industry;
- Assisting in the preparation of policies that impact the ICT capabilities and knowledge of the Industry;
- Continuing analysis of how technology is being utilized in the global postal space and how those technologies can be adopted in the Local Industry;
- Maintaining an appropriate technology infrastructure to minimize downtime and ensure consistent accessibility by Industry stakeholders;
- Assisting in identifying needs and developing policies and programmes and co-ordinating training sessions throughout the Industry.

### **Required Knowledge, Skills and Competencies**

- Network monitoring and analysis tools
- Current technological development tools especially database management
- Formulating, developing and implementing document network security, backup procedures, disaster recovery plans and conducting systems analysis
- In-house Platforms such as Windows 2008/2012/2016 Server, Exchange 2010/2013/2016 Server, Microsoft Forefront Threat Management Gateway (Forefront TMG) Fortigate Unified Threat Management (UTM) and Next Generation Firewalls (NGF), Windows 10 Professional and Windows Defender Antivirus
- Performing typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, DHCP and IIS support functions
- Installing, configuring and troubleshooting Windows 2008/2012/2016 Servers and active directory

### **Minimum Required Qualification and Experience**

- Bachelor's Degree in Computer Science, Information Systems or equivalent qualification from a recognized institution;
- Five (5) years working experience in an IT development environment;
- Professional Certification (MCSA, CCNA) is highly desirable;
- Knowledge of Project Management would be an asset.

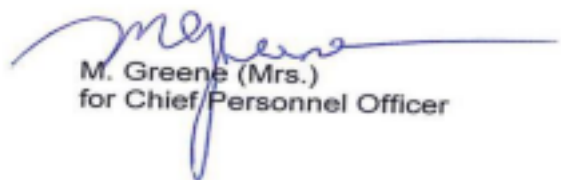
Applications accompanied by résumés should be submitted **no later than Friday, 16<sup>th</sup> September, 2022 to:**

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

Email: [hrunit@jamaicapost.gov.jm](mailto: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