

POST AND TELECOMMUNICATIONS DEPARTMENT

CAREER OPPORTUNITY

Applications are invited from suitably qualified persons to fill the following position within the Department.

DIRECTOR, INFORMATION, COMMUNICATION AND TECHNOLOGY (MIS/IT 8) (VACANT)

PAY BAND 11

Salary range \$6,820,273 - \$9,172,509 p.a.

JOB PURPOSE

The **Director, Information and Communications Technology (ICT) (MIS/IT 8)** reports to and works closely with the Senior Director, Corporate Services to manage the day-to-day operations and maintenance of the Information, Communication and Technology Branch.

The incumbent is responsible for ensuring and enabling the necessary business support services and that all information and communication assets of the Post and Telecommunications Department are maintained in keeping with its mandate as the Director, Information and Communications Technology is also responsible for facilitating the provision of electronic information systems/applications to enable improved efficiency and productivity through the use of appropriate information processing technologies in the most cost-effective manner while ensuring the security of the Department's ICT infrastructure.

KEY RESPONSIBILITY AREAS

MANAGEMENT AND ADMINISTRATIVE

- Ensures the development of operational systems, policies and procedures to guide the activities of the Branch.
- Prepares and submits activity/performance reports and other reports as requested.
- Advises the Senior Director, Corporate Services on matters relating to portfolio responsibility.
- Ensures a corporate approach to the delivery of ICT and business services across the Department and ensures a secure, reliable and efficient computer system environment.
- Reviews and signs-off on Terms of References (TORs), information specifications, SLA's, business model specifications and other pertinent ICT documentation.
- Develops and manages the ICT and business services budget and institutes corrective measures when budget is not being met, including signing off on invoices and quotes, escalates out of budget items for approval and ensures that the team obtains all necessary tools and equipment to effectively execute their duties.

TECHNICAL/PROFESSIONAL

- (i) **Strategic**

- Initiates, plans and implements strategies for the provision and management of ICT and business services to support and drive the Department's management and technical operations.
- Ensures that effective arrangements are in place to satisfy information and telecommunication requirements for the Department and its Divisions/Branches/Sections/Units in a time-sensitive, responsive and cost-effective manner (with particular emphasis on data communication).
- Establishes business continuity and recovery policy for ICT and business service tools, resources and management that provide guidelines for common situations and a framework by which the Department can cope with exceptional circumstances/emergencies/disasters.
- Reviews ICT and business service strategies of the Department's Divisions/Branches/Sections/Units to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Department that will improve the organisation's ability to manage through the effective use of proven management approaches and techniques and available technological tools.

(ii) Procurement, Contracts and Project Management

- Plans, advances and secures approval for Procurement Plan and Budget for ICT and business services that will support operations for the year and/or other specified periods to enable continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Department.
- Engages in contract management and related negotiations with suppliers, vendors, service providers and consultants as necessary or required.
- Selects and effectively applies project management tools and control techniques to all projects.

(iii) Quality Management

- Ensures the quality and effectiveness of ICT projects undertaken by the Department.
- Keeps up-to-date with ICT and business service best practices and trends, and advises the Postmaster General where adoption will add value to the current services delivered.
- Develops and implements a regular quality review and improvement process for the the ICT Branch in accordance with relevant standards.
- Manages the development and roll-out of end-user training based on the needs identified for the Department's officers and ensures appropriate action is taken to raise and maintain their skills that will aid in sustaining a high standard of agility and productive use of the various systems and tools.

(iii) Promote professional external relationships

- Maintains and develops positive strategic relationships with internal and external stakeholders.
- Works proactively to resolve internal grievances and external complaints, concerns or conflict in a positive manner.
- Engages in the development, nurturing and maintenance of effective working relationships with internal and external stakeholders to identify changes and new industry developments which can impact the Department's operations and goals to inform ICT and business services development in the short, medium and long-term.

(iv) Software Development and Database

- Directs staff in the development of information system strategies in conjunction with business users,
- Directs the creation, refinement and enforcement of structured processes for the design, development, testing and deployment of corporate information technology systems,
- Monitors and ensures that data standards are maintained,
- Monitors the installation and programming modification of application software packages,
- Recommends strategies to achieve and maintain optimal efficiency and effectiveness,
- Monitors the negotiation and selection of vendors for the replacement/new IT solutions.

(v) Technical and Client Support

- Oversees the development and implementation of the Customer Charter,
- Oversees the development and implementation of the Standard Operation Policy and its related strategies, standards and guidelines,
- Oversees the provision of client support and ensures that users receive prompt and efficient client support services.

(vi) ICT Security Unit

- Oversees the development and implementation of best security solutions to secure ICT infrastructure.
- Oversees the development and implementation of the Cyber Security strategy and its related standards and guidelines. Oversees the investigation of computer security incidents and control mechanisms implemented.
- Oversees the development and publication of security advisories, alerts and bulletins.

(vii) Network and System Administration Services

- Oversees the development and implementation of Local and Wide Area Networks (LWAN) including network servers, routers, switches, firewalls, workstations and other peripheral devices,
- Oversees the optimization of system performance,
- Oversees activities to ensure the security and integrity of the network,
- Oversees the installation of servers, computers and peripherals throughout the Department.

Contribute positively to Department's organisational culture

- Works in partnership with all members of staff to provide strong and accountable leadership; clearly articulating our values and standards.
- Promotes and models Department's Code of Conduct, values and professional standards to all staff, clients, partners and external stakeholders.
- Adheres to policies and procedures and management directives and ensures that issues and/or concerns of departments/units are managed and/or escalated to the appropriate level within the Department.

HUMAN RESOURCE MANAGEMENT

- Manages the welfare and development of direct reports through the preparation of performance appraisals and recommendation of required training and development programmes.
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes.

- Provides guidance to direct reports through coaching, mentoring and training; providing assistance and support as needed.
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch.
- Participates in the recruitment of staff for the Branch.
- Recommends and approves vacation leave for staff in keeping with established human resource policies.
- Recommends/administers disciplinary action in keeping with established human resource policies.

REQUIRED COMPETENCIES

- Excellent oral and written communication skills;
- Excellent interpersonal skills;
- Excellent planning and organizing skills;
- Excellent problem-solving and decision making skills;
- Excellent knowledge of current technological development tools
- Excellent knowledge of in-house platforms such as Windows Server, Exchange Server, Microsoft Forefront Threat Management Gateway
- Excellent knowledge of network monitoring and analysis tools,
- Knowledge of performing typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCP/IP, DHCP and IIS support functions
- Current technological trends with respect to software development;
- Knowledge of relevant computer platforms and solutions
- Knowledge of security risks, threats and vulnerabilities
- Knowledge of GoJ laws governing cyber security
- 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

- Bachelor's Degree in Management Information Systems, Information Technology, Business Administration or equivalent qualification.
- Six to eight (6 - 8) years' work experience with at least five (5) in a senior management position.
- Practical experience in the implementation of at least three (3) major computerized systems.
- Experience in government organisations, particularly in a regulatory or monitoring capacity, would be an asset.
- Proven and advanced skills in Project Management.
- A Master's degree would be an asset.

**Applications along with a detailed resume should be submitted no later than
Tuesday, August 8, 2023 to:**

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

Email: ceooffice@jamaicapost.gov.jm

NB: Please note only short-listed candidates will be contacted.