



**CIVIL SERVICE OF JAMAICA  
MINISTRY OF SCIENCE, ENERGY AND TECHNOLOGY  
Job Description and Specification**

JOB TITLE:	Information Systems Manager
JOB GRADE:	MIS/IT 7
POST #:	50650
DIVISION:	Corporate Services Division
REPORTS TO:	Senior Director, Corporate Services Division
MANAGES:	Systems Administrator (MIS/IT 5), Systems Support Specialist (MIS/IT 3), Technical Administrative Assistant (MIS/IT 2)

**THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE DESCRIPTION OF THE  
JOB AS SIGNIFIED BELOW**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date created/revised

## **JOB PURPOSE**

Under the direction of the Senior Director, Corporate Services the incumbent is responsible for the development, implementation, and maintenance of an information technology infrastructure and management system to support the mandate of the Ministry including its external Divisions.

## **KEY OUTPUTS**

- Periodic evaluation of user needs with appropriate recommendations.
- Procurement of Information and Communications Technology (ICT) goods and services.
- Administration/management of licences and other contractual arrangements for ICT and telecommunication services.
- Periodic training of end users.
- Coordination of work plan and work flow within the Technology Unit.
- Management of Information Technology (IT) and related resources.
- Technology and other media arranged and functional for meetings/events organized by the Ministry or in which the Ministry participates.
- Implementation and management of the Ministry's infrastructure including all computer systems and network resources.
- Development and implementation of a Strategic Information Systems (SIS) Plan for the Ministry to include among others, disaster recovery and business continuity, IT security and risk management updated documentation of the network architecture and infrastructure.
- Preparation and management of the Unit's budget.
- Preparation of the Unit's Operational and Corporate Plans and monthly and quarterly reports.

## **KEY RESPONSIBILITY AREAS**

### **Management/Administrative**

- Provides recommendations on access authorisations for all users of the network.
- Develops and monitors the implementation of the Ministry's SIS Plan.
- Prepares and manages the Unit's Annual budget and makes adjustments where necessary to avoid overruns or underutilization.
- Manages the ICT resources of the Ministry to ensure optimal utilization, cost efficiency and value-added.
- Liaises with the relevant Units/Division to coordinate the procurement of IT equipment and related products.
- Keeps abreast of IT trends and developments and recommends their adoption/application where appropriate to increase the effectiveness and productivity of the Ministry.
- Develops and implements technical standards for the design, development, and maintenance of software, applications and information systems and ensures standardization of software, operating systems and networking environment.

- Develops and implements programme, including a security and disaster recovery plan, for the physical and electronic security of the Ministry's equipment, software and data.
- Develops and implements policies to guide the access, authorisations and utilization of information systems such as e-mail, internet, intranet and other relevant systems.
- Ensures the Ministry is fully compliant with copyright requirements for all software.
- Establishes and oversees the implementation of an IT Help Desk to ensure timely response to end-users problems minimizing downtime and disruption in work.
- Works in collaboration with systems analysts, programmers, and machine operators etc. to develop procedures, computer programmes and data files for the Ministry.
- Collaborates with suppliers of hardware and software to be provided for use at the Ministry.
- Attends meetings and events, as requested by the Division/Ministry.
- Assists in the implementation of ICT related projects.
- Co-ordinates all technical arrangements in support of all ICT functions carried out by the Unit.
- Manages the allocation of resources (computers and related equipment) to effectively satisfy the information processing requirements of the Ministry.
- Assists with training and development of staff in the ICT Division and the Ministry as required.
- Manages all computer systems and network resources.
- Assists with creating and implementing the SIS Plan of the Ministry.
- Assists in the process of ensuring Government of Jamaica (GOJ) compliance with Software Licensing requirements.

### **Technical/Professional**

- Makes appropriate recommendations to the Permanent Secretary, through the Senior Director, Corporate Services for cost effective technical solutions/services for enhancing and maintaining the network with appropriate budgetary requirements.
- Documents and updates the Ministry's IT architecture and infrastructure.
- Conducts network and other infrastructure audits as necessary.
- Sets up technology and other media at meetings/events organized by the Ministry or in which the Ministry participates.
- Prepares and submits recommendations to the Ministry's Procurement Committee for the procurement of hardware and software.
- Collaborates with the Director, Communications to ensure that the Ministry's website is functional, innovative, modern and interactive and aptly depicts the Ministry's portfolio areas.
- Collaborates with the HRMD Branch to ensure timely implementation of IT resources for staff, as required.
- Plans and implements IT training programmes to improve IT competence of all Ministry personnel.
- Monitors and evaluates new and existing information systems to ensure that the objectives and benefits are realized.
- Designs, develops, implements and maintains applications as required to meet the needs of the Ministry.
- Ensures the maintenance of systems users/groups access control lists and monitors fault tolerance requirements of network communications equipment to ensure maximum uptime.

- Assists with the provision of end-user support and troubleshooting.
- Maintains a log of malfunctions of the system, response time, support service and resulting downtime.
- Directs arrangements for back-up and processing facilities and ensures that alternative processing is in place in the event of system failure.

### **Human Resource/Supervisory**

- Manages the welfare and development of staff in the Unit through the preparation of performance appraisals and recommendations for required training and development programmes.
- Provides leadership to staff through effective objective setting, delegation, and communication.
- Provides guidance to staff through coaching, mentoring and training, as well as, assistance and support as needed.
- Ensures that training and other needs of employees are adequately identified and addressed.
- Ensures that staff is aware of and adhere to the policies, procedures and regulations of the Unit, the Ministry and the GOJ.
- Participates in the recruitment of employees for the Unit.
- Recommends vacation leave for staff in the Unit in keeping with established human resource policies.
- Recommends/administers disciplinary action in keeping with established human resource policies.
- Attends senior management meetings, as required.
- Facilitates senior management oversight by submitting progress reports on work-related activities and other assigned projects.

### **Other**

- Performs any other duties assigned from time to time.

### **INTERNAL AND EXTERNAL CONTACTS**

<i><b>Internal</b></i>	<i><b>Nature of Relationship</b></i>
Senior Director, Corporate Services	Instructions, guidance, work assignment , advice and sharing information
Direct Reports	Instructions, guidance, work assignment , advice and sharing information
All staff members	Advice, sharing information and addressing concerns
<i><b>External</b></i>	<i><b>Nature of Relationship</b></i>
Heads of Divisions Agencies/Departments of the MSET or Responsible Officers	Professional advice, guidance, reports, information sharing

## **PERFORMANCE STANDARDS**

- Key deliverables are produced within an agreed timeframes and to required standards
- A team approach is adopted within the Unit in an effort to improve overall efficiency
- Concerns and queries of users are dealt with professionally and in a timely fashion
- Relevant ICT industry standards and the Ministry’s user policies and procedures are adhered to internally
- Confidentiality and integrity are maintained

## **REQUIRED COMPETENCIES**

*The Performance Management and Appraisal System: Guideline System and Reference Manual – Competency Framework informed the following with grade ‘1’ being the lowest and ‘3’ or ‘4’ the highest*

<b>Core</b>	<b>Level</b>	<b>Functional</b>	<b>Level</b>
Oral communication	4	Initiative	4
Written communication	4	Use of technology (relevant computer applications such as Microsoft Office suite)	3
Customer and quality focus	3	Managing external relationships	3
Team work and cooperation	4	Strategic vision	3
Interpersonal skills	4	Problem solving and decision making	4
Compliance	2	Analytical thinking	4
Integrity	4	People Management	2
Change management	2	Leadership	3
		Goal/result oriented	3
		Planning and organizing	3
		<b>Technical Skills</b> <ul style="list-style-type: none"> <li>• Excellent knowledge of network infrastructure.</li> <li>• Excellent knowledge of network operating systems.</li> <li>• Very good grasp of standard PC repair techniques.</li> <li>• Good troubleshooting and problem-solving skills.</li> <li>• Innovation.</li> <li>• Strategic management.</li> <li>• Good negotiating and persuading skills.</li> <li>• Excellent knowledge of the maintenance of computer equipment.</li> </ul>	4

		<ul style="list-style-type: none"> <li>• Ability to supervise efficiently and prioritize the processing of data, tasks and activities.</li> </ul>	
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**MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

- A Bachelor of Science Degree in Computer Science, Computer Studies, Information Technology or equivalent field from an accredited tertiary institution.
- Training in administrative principles and techniques and/or management training.
- At least five (5) years working experience in a similar IT environment three (3) of which should be at a middle or senior management level.
- Project Management skills would be an asset.
- Professional certification from Microsoft, CISCO, CCNA would be an asset.

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- May be required to examine cables in a dusty or elevated environment.
- May be required to lift and physically transport computer equipment from time to time.
- May be required to work under adverse conditions from time to time.
- May be required to work beyond normal working hours

**AUTHORITY**

- Human Resource functions in respect of direct reports.
- Provides technical advice on ICT related matters to the Ministry’s Procurement Committee.