

**GOVERNMENT ELECTRICAL REGULATOR (GER)
JOB DESCRIPTION**

JOB TITLE:	Senior Applications Support Officer
DEPARTMENT:	Information Technology
REPORTS TO:	Head Information Technology (Portfolio Ministry)
MANAGES:	SUPERVISION GIVEN TO: (i) Directly: Applications Support Officer

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. 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

1. JOB SUMMARY

Reporting to the Head Information Technology (Portfolio Ministry), the Senior Applications Support Officer has responsibility for maintaining information technology strategies by managing staff; researching and implementing technological strategic solutions. The Senior Applications Support Officer will assist the GER in assessing and implementing solutions to meet business goals and objectives. This includes eliciting, analysing, documenting and managing the IT requirements to support the business. The Senior Applications Support Officer provides support to ensure that the technology landscape supports the business and is in alignment with the objectives of the GER. The incumbent will plan, coordinate, design and control activities of the IT department and incorporate best practices and policies.

2. KEY OUTPUTS

- Operational plan developed
- Department budget developed
- Policies and procedures implemented
- Information and Communications Technology (ICT) strategies and policies formulated and implemented
- ICT resources/solutions sourced, procured, deployed and maintained
- ICT security and reliability mechanisms implemented and monitored
- ICT Risk assessment, disaster recovery, and business continuity strategies formulated and implemented
- Staff appraisals conducted

3. KEY RESPONSIBILITY AREAS

Management / Administrative Responsibilities

- Participates in the preparation of the annual operational plan for the department to support the achievement of the Regulator's strategic objectives.
- Provides input in the preparation and manages the annual budget for the Department to support the achievement of the Department's strategic objectives; takes corrective action where necessary to improve performance.
- Supports the implementation of operational policies for the Department in keeping with the strategic objectives of the Regulator.
- Implements modifications in work procedures and strategies to improve the overall efficiency and productivity of the Department.
- Provides guidance to staff to ensure efficiency and effectiveness.
- Prepares and reviews reports as required.
- Represents the organization, as appropriate, at various local, regional and international conferences, workshops and meetings on policy or regulatory matters.

Technical/Professional Responsibilities

- Acts as a focal point for all requests pertaining to Software/ Application or hardware Services.
- Provides necessary in house support for users to work on electronic systems and takes up required discussions with vendors for issue resolution.
- Ensures GER Web Portal is easy to navigate, user friendly, available and accessible.
- Collaborates with the Ministry's IT department in the acquisition of software and hardware for the Division.

- Coordinates with vendors and various IT service providers including AMANDA, eGov Jamaica Limited, GoJ system like MY HRplus, Finance Ministry to ensure IT systems are functional.
- Works towards establishing a mechanism for seamless data exchange between GER, JPS and other entities involved in service delivery.
- Implements IT standards and practices in line with GoJ guidelines.
- Ensures that IT support is provided to the internal stakeholders in a time bound manner.
- Lends Subject Matter Expertise and Knowledge of drafting Policies, Standards and Guidelines as per prescribed formats used in GoJ.
- Establishes an IT risk management program based on the GER's business goals and objectives.
- Ensures the inclusion of risk-based IT security requirements in acquisition plans, cost estimates, statements of work, contracts, and evaluation factors for award, service level agreements, and other pertinent procurement documents.
- Assist in the development and implementation of policies, processes, and procedures for mitigating risks to information assets, personnel, facilities, and equipment.
- Ensures periodic update/ review of Policies, Standards and Guidelines in line with rapidly changing ICT environment.
- Assists with the identification of ICT Training for the Employees.

Human Resource Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned.
- Evaluates and monitors the performance of direct reports and implements appropriate strategies.
- Recommends transfer, promotion and approves leave in accordance with established Human Resource Policies and Procedures.
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews.
- Effects disciplinary measures in keeping with established guidelines/practices.

Other Duties

- Performs any other related duties consistent with the category, nature, functions and objectives of the job.

4. PERFORMANCE STANDARDS

- Information and Communications Technology (ICT) strategies and policies are realistic, comprehensive, relevant and delivered in stipulated timeframes.
- ICT resources/solutions meet the organization's needs and acquired in agreed timeframes.
- The integrity, availability, security and reliability of the organization's computerized information and assets are effectively maintained.
- The performance of information technology projects and solutions is effectively monitored and supported.
- Work plans conform to established procedures and implemented in accordance with established rules.
- Reports are evidence-based and submitted in a timely manner.
- Staff managed, performance appraisals conducted and report submitted in accordance with GoJ HR, and other established practices in agreed timeframe and standards.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.
- Policies and procedures implemented in accordance with established standards.

- Reports produced are error free and submitted on time and in established format.
- Technical advice and recommendations provided are sound and supported by appropriate data.
- Work plans conform to established procedures and implemented according to established rules.
- Staff welfare and development matters are responded in a timely manner.
- Performance appraisals are completed within the required timeframe.

5. AUTHORITY

- To recommend and enforce ICT policies and procedures;
- Recommend ICT resources for the GER;
- Make recommendations for the IT architecture that would best support the organisation's current and future requirements;
- To establish work schedules for and to delegate work to subordinate staff;
- Recommend hiring, transfer, promotion, termination, discipline and dismissal of staff in compliance with stated human resource policies and procedures
- Recommend training and development for staff
- Recommend expenditure according to the prevailing limits and observing the allowable budget

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts

- Department Heads
- Staff in the IT Department
- Parent Ministry

External Contacts

- AMANDA Vendor – CSDC Inc., and UNISYS
- eGov Jamaica Limited
- Other IT Vendors

7. REQUIRED COMPETENCIES

Competencies for ICT Jobs are aligned to GoJ prescribed MIND Framework.

- Strategic leadership, coaching, and management of ICT resources
- Strategic planning, directing, controlling, monitoring, and measuring performance of ICT initiatives and operations
- ICT Policy management and administration
- IT and Strategic Sourcing
- Project Management
- ICT Service Delivery and Support
- IT governance, risk management, and business continuity
- Expertise in managing hardware and software applications

8. QUALIFICATION AND EXPERIENCE

- Bachelors's degree in Information Technology, Computer Science, Management Information System or equivalent
- Experience in supervisory management
- At least 5 years' experience in similar environment

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in a typical office environment