



**CIVIL SERVICE OF JAMAICA  
JOB DESCRIPTION AND SPECIFICATION  
MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND  
TRANSPORT (MSETT)**

<b>JOB TITLE:</b>	Director, Management Information Systems
<b>JOB GRADE:</b>	MIS/IT 8
<b>POST NUMBER:</b>	50650
<b>DIVISION:</b>	Corporate Services Division
<b>BRANCH/UNIT:</b>	Information Systems
<b>REPORTS TO:</b>	Chief Technical Director, Corporate Services
<b>MANAGES:</b>	Cyber Security Specialist; Network Manager; Software Development Manager; Administrator; Senior Secretary

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

## **JOB PURPOSE**

Under the general direction of the Chief Technical Director, Corporate Services, the Director, Management Information Systems, strategically drives day to day functional delivery of MIS services and programmes that reflect contemporary best practice and achieves optimal outcomes for the Ministry of Science, Energy, Telecommunications and Transport strategic operational and business requirements.

## **KEY OUTPUTS**

- Management Information Systems (MIS) strategies and policies formulated and implemented;
- MIS resources/solutions sourced, procured, deployed and maintained;
- MIS security and reliability mechanisms implemented and monitored;
- MIS Risk assessment, disaster recovery, and business continuity strategies formulated and implemented;
- Standard operating systems and service level agreements policies formulated and implemented;
- Corporate, Strategic and Operational Plans, Budget prepared;
- Annual/Quarterly/Monthly/Weekly/Periodic Reports prepared;
- Advice and Interpretation provided;
- Individual Work plan developed;
- Staff Appraisals conducted.

## **KEY RESPONSIBILITY AREAS**

### **Management/Administrative Responsibilities**

- Provides professional advice, interpretation and recommendation around the functional areas of Management Information Systems;
- Undertakes planning with senior staff to determine targets and goals for the activities of the Management Information Systems Branch, ensuring standardization of accompanying procedures;
- Contributes significantly with the development and monitoring of the Division's Strategic/Operational Plan and Budget;

- Establishes quality customer service principles, standards and measurements for the Division;
- Develops Individual Work Plan based on strategic alignment with MSETT's Operational Plan;
- Establishes and maintains various Management Information Systems Committees that makes recommendations for the implementation of improved procedures and systems;
- Represents the MSETT at meetings, conferences and other fora as needed.

### **Technical/Professional Responsibilities**

- Directs the delivery of high-quality Management Information Systems across the organisation to provide optimal levels of support for the MSETT's key operational requirements;
- Directs the development, implementation, evaluation and reporting of the MSETT's MIS strategic, business and operating plans and associated projects, ensuring alignment with the strategic directions of the organisation;
- Drives the development of standard operating procedures and best practices, including providing written protocols and guidance to MIS staff and to end-users;
- Directs the development and implementation all MIS policies and procedures, including those for architecture, security, disaster recovery, MIS reliability, standards, MIS purchasing, and service provision;
- Identifies and defines specific MIS business requirements in collaboration with directors, managers, users across the organisation and third-party stakeholders to inform the development of tailored MIS solutions;
- Directs systems development and enhancement and the integration of new systems within existing systems;
- Drives the implementation and delivery of new systems, technologies and services to deliver innovative and flexible MIS solutions that achieve business requirements;
- Directs the deployment, monitoring, maintenance, development, upgrade, and support of all MIS systems, including servers, PCs, operating systems, telephones, software applications, and peripherals;
- Drives ongoing analysis and review of MIS service delivery to identify opportunities to improve and enhance the services for the organisation;

- Negotiates and administers vendor, outsourcer, and consultant contracts and service agreements;
- Provides expertise and support during systems upgrades, installations, conversions and file maintenance;
- Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades;
- Directs provision of end-user services, including service/help desk and technical support services;
- Directs the development of the staff to meet the changing needs of users, groups and offices; new projects and technologies; and varying staff strengths;
- Keeps current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements;
- Collaborates with critical staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation;
- Communicates regularly with executive management and all users of MIS services and systems;
- Reviews and approves training modules aimed at strengthening the MIS processes within the MSETT and its agencies and departments;
- Develops mechanisms to manage reform and change, by implementing change management processes, that clarify purpose and the benefits of continuous improvements;
- Provides expert advice, briefings and support to senior executives on all matters relating to functional area;
- Establishes and maintains linkages with international organizations to keep abreast of trends in MIS/ICT that impact directly on the portfolio responsibilities of the MSETT.

### **Human Resource Management Responsibilities**

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching;
- Evaluates and monitors the performance of staff in the Branch 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 Division;
- Recommends transfer, promotion and 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;
- Effects disciplinary measures in keeping with established guidelines/practices.

### **Other Responsibilities**

- Performs any other duties assigned from time to time.

### **PERFORMANCE STANDARDS**

- MIS strategies and policies are realistic, comprehensive, relevant and delivered in stipulated timeframes;
- MIS resources/solutions meet the organisation's needs and acquired in agreed timeframes;
- The integrity, availability, security and reliability of the organisation's computerized information and assets are effectively maintained;
- Oversight of the design, development, and implementation of new applications and the maintenance of installed business systems are effective and delivered in agreed timelines;
- The performance of information technology projects and solutions is effectively monitored and supported;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Corporate, strategic and operational plans developed and implemented within established guidelines, resources and timeframes;

- Work plans conform to established procedures and implemented according to established rules;
- Reports are evidence-based and submitted in a timely manner;
- Staff managed according to GOJ HR and other established practices and performance appraisals and reviews done and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

### **INTERNAL AND EXTERNAL CONTACTS**

<b><i>Internal</i></b>	<b><i>Nature of Relationship</i></b>
PS	Receive guidance
CTD, Corporate Services	Identify emerging issues in Management Information Systems Matters
ICT Division	To request Policy advice and support; Participating in the development and monitoring of the National ICT strategic plan
Executive Management	To receive information, Provide expert advice, counsel and recommendations on Management Information Systems decisions and initiatives
All staff members	To receive and provide information
<b><i>External</i></b>	<b><i>Nature of Relationship</i></b>
e-Gov Agency	To collaborate on Management Information Systems issues To request technical advice and support
Other MDAs	Providing/requesting information on ICT matters
Professional Groups, Universities and other Educational Institutions	Providing/requesting information on ICT matters
ICT Professionals	Providing/requesting information on ICT matters
Local and International ICT Consultants and Institutions	Liaising on ICT services provided to the Ministry
ICT Hardware/Software and Services Providers	Providing/requesting information on ICT matters

## **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	Use of technology (relevant computer applications such as Microsoft Office suite)	
Written communication	4		
Customer and quality focus	3	Managing external relationships	
Teamwork and cooperation	4	<ul style="list-style-type: none"> <li>• knowledge of ICT systems analysis and design,</li> <li>• knowledge of systems networking, hardware engineering and database management,</li> <li>• knowledge of standards and procedures in the development and implementation of ICT systems,</li> <li>• knowledge of the local and international ICT systems environment, including standards, practices and trends,</li> <li>• knowledge of project management principles and practices,</li> <li>• understanding of Project Management principles and lifecycle,</li> <li>• Ability to manage a range of projects types and complex business initiatives and change programmes,</li> <li>• Experience of resource planning against the prioritised portfolio of projects,</li> <li>• Capability to track project benefits realisation and lessons learnt activities to feed into on-going improvements,</li> </ul>	
Interpersonal skills	4		
Compliance	2		
Integrity	4		
Change management	2		

## **MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

- Master's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Five (5) years related experience, with at least two (2) years in a senior management capacity in an MIS environment.

### **OR**

- Bachelor's Degree in Computer Science, ICT, Management Information Systems or a related discipline;
- Training in Leadership/Supervisory Management;
- Seven (7) years related experience, with at least four (4) years in a senior management capacity in an MIS 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 internationally to attend conferences, seminars and meetings.

## **AUTHORITY**

- Recommends strategic direction of Branch;
- Recommends local policy proposal in the MIS functional areas;
- Recommends budgetary requirements for the Branch;
- Provides information to consultants;
- Reviews reports and makes recommendations;
- Approves performance management reports;
- Recommend staff for training, promotions, etc.;
- Approves leave for direct reports.