



## Office of the Services Commissions

(Central Government)  
Ministry of Finance and the Public Service Building  
30 National Heroes Circle, Kingston 4  
Jamaica, West Indies  
Tel: 876-922-8600  
Fax: 876-924-9764  
Email: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)  
Website: [www.osc.gov.jm](http://www.osc.gov.jm)

### **CIRCULAR No. 135** **OSC Ref. C.6555<sup>18</sup>**

**3<sup>rd</sup> April, 2025**

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 **vacant post of Information Technology Officer (MIS/IT 4) in the Food Storage and Prevention of Infestation Division, Ministry of Industry, Investment and Commerce (MIIC)**, salary range \$3,501,526 - \$4,709,163 per annum.

#### **Job Purpose**

Under the supervision of the Chief Food Storage Officer (CFSO), the Information Technology Officer is responsible for daily operations and management of the Agency's computer network systems, ensuring that it is continuously maintained to preserve its security and integrity. The incumbent will be required to provide prompt response to user issues, organize computer training for users, resolve and document problems reported and/or discovered on the ICT Network and offer sound IT advice on solutions to address issues and advance the business of the agencies.

#### **Key Responsibilities**

##### ***Technical/Professional:***

- Co-ordinates ICT-related training programmes for users, as required, to effectively execute their tasks;
- Provides helpdesk support, ensuring problems are addressed and/or escalated in a timely manner to minimize downtime;
- Liaises with Stores Keeper/Office Manager to ensure adequate reorder levels for computer equipment and related peripherals are maintained;
- Provides ICT support to the Data Management of the Division;
- Develops specifications for ICT hardware and software to meet the needs of the Division;
- Manages the procurement of ICT-related goods and services.
- Ensures the distribution of hardware and software, and keep accurate, updated logs of all computer systems and equipment;
- Prepares and submits monthly reports;
- Develops ICT user policies and Standard Operating Procedures (SOPs);
- Monitors user adherence to ICT user policies and procedures and utilization of the ICT systems;
- Records, tracks and documents Helpdesk requests and actions taken through to final resolution of issues;
- Maintains Active Directory user accounts and ensures appropriate permissions are established within the applications and the network operating systems;
- Monitors applications on the network to ensure usage, in compliance with established protocols;
- Ensures that the network is continuously maintained, providing recommendations for upgrades, when necessary, to keep up with the technological and security trends;
- Liaises with internal and external stakeholders in the development and implementation of ICT solutions;
- Assists in the development of the budget ICT resources;
- Liaises with Director, ICT within the MIIC for oversight and escalation of ICT-related issues;
- Performs other official ICT-related functions assigned, from time to time, by the CFSO.

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

##### ***Core:***

- Good interpersonal and people management skills
- Excellent oral and written communication skills
- Excellent customer quality
- Initiative and creativity
- Integrity

- Ability to prioritize effectively
- Good time management skills
- Ability to work independently with limited supervision

**Functional:**

- Excellent knowledge of computer hardware, firmware and peripherals.
- Excellent troubleshooting skills
- Excellent analytical skills
- Excellent problem-solving skills
- Good working knowledge of computer applications and operating systems.
- Good knowledge of cyber threats and corresponding security trends.
- Good knowledge of computer LAN, WAN, WLAN, internet, firewalls.
- Good knowledge of Windows Servers environments
- Working knowledge of Microsoft Office 365 suite.
- Knowledge and experience of databases administration would be an asset.

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Computer Science or related discipline from a recognized institution;
- Three (3) years' experience in user support and computer network administration.

**OR**

- Diploma in Computer Science or related discipline from a recognized institution;
- Technical certifications (ex. CCNA, CCNP, MCSA, MCSE or equivalent);
- Three (3) years' experience in user support and computers network administration.

Applications accompanied by résumés should be submitted **no later than Wednesday, 16<sup>th</sup> April, 2025 to:**

**Director, Human Resource Management and Development  
Ministry of Industry, Investment and Commerce  
4 St. Lucia Avenue  
Kingston 5**

Email: [hrm@miic.gov.jm](mailto:hrm@miic.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.**



**Desreen Smith (Mrs.)  
for Chief Personnel Officer**