



MEMORANDUM

To: All Members of Staff
From: Joan McPherson,
Manager, Human Resource Management & Development
Date: November 1, 2017
Subject: **Career Opportunities – Information & Communication
Technology Division**

Applications are invited from suitably qualified candidates to fill the following positions within the **Information & Communication Technology Division**, National Land Agency.

1. **NETWORK SECURITY SPECIALIST**

The successful candidate will report to the Manager, Systems Support.

Job Purpose

- To plan and implement security measures to protect the Agency's network and computer systems from viruses and cyber-attacks by installing firewalls and encryption programs.
- To monitor the Agency's network for security breaches; investigates incidents and submit reports on the incidents and the extent of damages.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the development of the Branch's operational objectives and budget
- Ensures implementation of objectives and assesses results
- Ensures that employees comply with policies and procedures of the Unit
- Prepares reports on activities of the Unit
- Provides leadership through example and sharing of knowledge and skills
- Delegates tasks to employee and monitors progress
- Conducts performance appraisals within established guidelines
- Ensures the training and development of the staff of the Unit
- Assists with the selection of staff
- Liaises with vendors in respect of system's support and maintenance

Technical /Professional Responsibilities

- Configures network access control systems, firewalls, routers, switches, intrusion prevention systems etc.
- Installs security software and monitor networks for security breaches
- Analyzes security risks and develop response procedures
- Conducts regular security audits
- Prepares security status reports
- Assists in disaster recovery and gathering evidence regarding cybercrimes.
- Educates network users about security risks or gather evidence about cyber-attacks
- Maintains the availability of production network
- Maintains and updates the inventory of ICT related assets (i.e. IP Phones, network switches, routers etc.).
- Develops, reviews, and maintains policies and procedures of Computer and Communication infrastructure related activities/solutions.
- Troubleshoots and resolves communication devices (including routers, switches etc) related issues.
- Develops, manages, and implements projects within agreed guidelines.
- Procures network related items.
- Assists with the design and delivery of technical training programmes
- Makes recommendations to Manager relating to the Network, Security and IP Telephony solutions

Other Responsibilities

- Keeps abreast with trends and development in relevant technology and recommends their incorporation where appropriate
- Performs other related duties assigned from time to time by the Manager/Director.

Required Competencies/Skills:

The post-holder should be able to demonstrate:

- Excellent oral and written communication
- Analytical thinking
- Decision making, problem solving skills
- Planning and organization skills
- Ability to thrive in a team-based environment
- Demonstrated sound work ethics
- Ability to conduct technical interviews to gather process and systems information
- Sound knowledge of Active Directory and Microsoft Exchange, network technologies
- Sound knowledge of network information security methodologies, authentication protocols and different attack types

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Science/Information Technology/Management Information Systems or related field for a recognized tertiary
- At least two (2) years' experience working in network security and network administration

Asset:

- Cisco Certified Network Professional (CCNP), Cisco Certified Security Professional (CCSP), Cisco Certified Network Associate (CCNA) or CompTIA Security+

Remuneration Package:

- Salary Range: \$2, 152, 398.00 – \$2,294,818.00 p.a.
- Travelling Allowance: \$707,448.00 p.a.

2. SENIOR APPLICATION DEVELOPER

The successful candidate will report to the Manager, Information Services.

Job Purpose

To improve internal processes through software implementation, diagnostic and maintenance strategies and create programs used by business professionals.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the development of the Branch's operational objectives and budget
- Ensures the implementation of objectives and assesses results
- Ensures employees comply with policies and procedures of the Unit
- Prepares reports on the status and progress of the unit
- Conducts performance appraisal in accordance with established guidelines
- Provides leadership through example and the sharing of knowledge and skills
- Liaises with vendors in respect of system's support and maintenance
- Assists with the design and delivery of technical training programmes
- Makes recommendations to Manager on matters relating to data management and conversion

Technical /Professional Responsibilities

- Assumes technical responsibility for all stages of the software development process to ensure compliance with application development standards and achievement of documented requirements
- Utilizes technical expertise in the requirements analysis phase to ensure the solution is both fit for purpose and fit for use
- Designs and executes acceptance testing to improve the quality and reduce operational risk of the developed application
- Provides on-going 3rd level support of developed applications to reduce the impact of application defects and related incidents
- Coordinates information systems projects from planning through to implementation and adaptation
- Ensures the development and maintenance of manuals, procedures and other documentation required for the operations of the support team
- Assists in developing tactical plans that support agency-wide strategies for application integration and business data relationships
- Recommends commercially available information technologies or designs customized solutions to satisfy business needs
- Leads/assists with projects and initiatives with a focus on meeting strategic business objectives
- Coordinates with business unit and technical staff on the defining, writing and testing of technical and functional specifications
- Resolves end-user problems or issues regarding business applications and provides application administrative support
- Coordinates the installation of application patches, releases and enhancements on development, test, disaster recovery and production systems

- Reviews existing procedures and updates as is necessary to improve the effectiveness the operations
- Develops documents and maintains procedures for production and quality control of system data
- Develops user-friendly tools that aids in the management of data

Other Responsibilities

- Keeps abreast of trends and developments in information technology and recommends their incorporation where appropriate
- Performs other related duties assigned from time to time by the Manager.

Required Competencies/Skills:

The post-holder should be able to demonstrate:

- Excellent interpersonal and customer relationship skills
- Strong technical documentation, problem solving and analytical skills
- Good communication skills
- Good planning and organizing skills
- Ability to thrive in a team-based environment
- Ability to establish business requirements documents as well as testing plans and training plans and materials
- Software programming skills ideally in various languages
- Use of software development standards, structured development environments and methodologies
- Knowledge of relational database architectures, query languages, interfaces, data warehouse concepts, service oriented architecture concepts, reporting tools and standard programming environments
- Working knowledge of Microsoft Office Tools
- Understanding of business processes
- Excellent business modeling skills
- Ability to conduct structured interviews to gather process and system information
- Working knowledge of client server concepts.

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Studies or equivalent qualification from a recognized tertiary institution
- At least three (3) years' experience in developing and maintaining business applications of which one (1) year must be in a supervisory management role
- Knowledge of several programming languages, such as JavaScript, Java, Python, HTML, Visual Studio.net, PHP etc.

Remuneration Package:

- Salary Range: \$2, 152, 398.00 – \$2,294,818.00 p.a.
- Travelling Allowance: \$707,448.00 p.a.

3. **SERVER SUPPORT SPECIALIST**

The successful candidate will report to the Senior Server Support Specialist.

Job Purpose

To ensure that the computer and communication infrastructure are functional thus contributing to the Agency's goals.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the preparation of the Branch's reports.
- Update the Helpdesk System to facilitate tracking and resolution of issues or cases.
- Contributes articles, manuals, configuration guides etc. to the Technical Knowledgebase.
- Makes recommendations on matters relating to server infrastructure improvement and or optimization.

Technical /Professional Responsibilities

- Administers the Agency's policies relevant to the use of computers and data access in order to maintain compliance with the Agency's ICT policy and guidelines.
- Reviews, revises and maintains a variety of written materials (e.g. procedures, memoranda, operational documentation, reports, etc.) for the purpose of documentation, conveying information, providing references for servers and server related activities and or solutions
- Maintains the availability of servers and server related equipment, which includes (but not limited to) installing, configuring, securing and testing of server hardware and server software on various platforms (e.g. service packs, application software, operating system, backup software, hardware drivers and upgrades etc.).
- Maintains and updates the inventory of servers and server related components.
- Troubleshoots and resolves malfunctions of the server hardware and software, application software, network (related to the servers), for the purpose of restoring services.
- Maintains network operations, operating systems
- Develops, manages, and implements projects and programs within agreed guidelines and/or objectives.
- Recommends the procurement of server related items.
- Makes recommendations to Manager relating to Server solutions.
- Provides day-to-day maintenance and support of the server infrastructure.
- Administers and maintains end user accounts, permissions, and access rights
- Administers and maintains Windows Server technologies (Active Directory, DHCP, DNS)
- Administers and maintains Microsoft Exchange Server
- Assists in the management and monitoring of backup, anti-virus and security processes and procedures.
- Researches on emerging products, trends, services, protocols, and standards for the purpose of recommending purchases, procedures and new implementations
- Tests, evaluates and recommends relevant software and hardware for purchase.
- Assists in training members of staff for the purpose of ensuring their ability to utilize existing and/or new operating systems, application software, hardware and peripherals.

Other Responsibilities

- Keeps abreast with trends and development in relevant technology and recommends their incorporation where appropriate.
- Performs other related duties assigned from time to time by the Supervisor.
- Adhere to safety standards in the execution of duties.

Required Competencies/Skills

The post-holder should be able to demonstrate:

- Excellent oral and written communication
- Analytical thinking
- Decision making, problem solving skills
- Planning and organization skills
- Ability to thrive in a team-based environment
- Ability to conduct technical interviews to gather process and systems information
- Strong troubleshooting skills
- Strong understanding of current best practices in information technology and related systems
- Administration of Microsoft Exchange
- Working knowledge of Backup policies and procedures
- Working knowledge of Linux/Unix
- Working knowledge of virtualization technologies

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Studies or equivalent qualification.
- Minimum of two (2) years' experience in the installation and maintenance of MS Windows Server and Active Directory environments

Remuneration Package:

- Salary Range: \$1,618,361.00 – \$1,737,831.00 p.a.
- Travelling Allowance: \$707,448.00 p.a.

4. **SYSTEMS ARCHITECT**

The successful candidate will report to the Manager, Information Services.

Job Purpose

To improve internal processes through software implementation, diagnostic and maintenance strategies.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the design and delivery of technical training programmes
- Makes recommendations on matters relating to data management and conversion

Technical /Professional Responsibilities

- Assists in assigned information systems projects from planning through to implementation and adoption
- Assists in the development and maintenance of manuals, procedures and other documentation required for the operations of the support team
- Assists in developing tactical plans that support agency-wide strategies for application integration and business data relationships
- Recommends commercially available information technologies or designs customized solutions to satisfy business needs
- Assists with projects and initiatives with a focus on meeting strategic business objectives
- Coordinates with business unit and technical staff on the defining, writing and testing of technical and functional specifications
- Resolves end-user problems or issues regarding business applications and provides application administrative support
- Coordinates the installation of application patches, releases and enhancements on development, test, disaster recovery and production systems
- Participates in the review of existing procedures and updates as is necessary to improve the effectiveness the operations
- Develops documents and maintains procedures for production and quality control of system data
- Develops user-friendly tools that aids in the management of data

Other Responsibilities

- Keeps abreast of trends and developments in information technology and recommends their incorporation where appropriate
- Performs other related duties assigned from time to time by the Supervisor/Manager.

Required Competences/Skills

The post-holder should be able to demonstrate:

- Excellent interpersonal and customer relationship skills
- Strong technical documentation, problem solving and analytical skills
- Good communication skills
- Good planning and organizing skills
- Ability to thrive in a team-based environment
- Ability to establish business requirements documents as well as testing plans and training plans and materials
- Software programming skills ideally in various languages
- Use of software development standards, structured development environments and methodologies
- Knowledge of service oriented architecture concepts, reporting tools and standard programming environments
- Working knowledge of Microsoft Office Tools
- Understanding of business processes
- Excellent business modeling skills
- Ability to conduct structured interviews to gather process and system information
- Strong data modeling skills
- Specific working experience in a MS Visual Studio development environment

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Studies or equivalent qualification from a recognized tertiary institution
- At least two (2) years' experience in IT Administration, design and maintenance.
- Experience and knowledge of current reporting tools

Remuneration Package:

- Salary Range: \$1,618,361.00 – \$1,737,831.00 p.a.
- Travelling Allowance: \$471,972.00 p.a. (Commuted Upkeep)

5. **CLIENT SUPPORT TECHNOLOGIST** – 2 posts

The successful candidate will report to the Senior Technology Support Specialist.

Job Purpose

To ensure that the computer and communication infrastructure are functional thus contributing to the Agency's goals.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the preparation of the Branch's reports.
- Updates the Helpdesk System to facilitate tracking of issues.
- Contribute articles, manuals, configuration guides etc. to the Technical Knowledgebase.
- Makes recommendations on matters relating infrastructure improvement.

Technical /Professional Responsibilities

- Maintains availability of production printers/plotter/scanner - the deployment, maintenance, configuration, diagnose, and repair of all scanners, printers, and plotters owned by the Agency.
- Maintains availability of production computers – the deployment, maintenance, configuration, diagnosis, and repair of all computers retained/owned by the Agency.
- Troubleshoots and resolves computer (including printers, plotters, scanners etc.) and communication (including routers, switches, IP Phones etc.) related issues.
- Evaluates, recommends and collaborates with the Supervisor and Manager in the procurement of ICT (e.g. computers, printers, scanners etc.) related items.
- Assists with the design and delivery of technical training programmes.
- Utilizes efficient customer service skills and good coordination in maintaining effective working relations with internal and external clients.
- Upholds and exhibits confidentiality and integrity in the fulfillment of duties and assigned tasks.

Other Responsibilities

- Keeps abreast with trends and development in relevant technology and recommends their incorporation where appropriate.
- Performs other related duties assigned from time to time by the Supervisor/Manager.
- Adheres to safety standards in the execution of duties

Required Competencies/Skills

The post-holder should be able to demonstrate:

- Excellent oral and written communication
- Analytical thinking
- Decision making, problem solving skills
- Planning and organizing skills
- Ability to thrive in a team-based environment
- Demonstrated sound work ethics
- Ability to conduct technical interviews to gather process and systems information
- Demonstrated PC maintenance skills
- Sound knowledge of the Windows environment

Minimum Required Qualifications and Experience

- Undergraduate degree in in Computer Science or equivalent from a recognized tertiary institution

Or

A Diploma in Computer Science from a recognized tertiary institution along with a combination of relevant training that is equivalent

- At least two (2) year infrastructure support experience in a computing environment

Remuneration Package:

- Salary Range: \$1,498,361.00 – \$1,618,361.00 p.a.
- Travelling Allowance: \$707,448.00 p.a.

6. SPATIAL DATABASE ADMINISTRATOR

The successful candidate will report to the Senior Database Administrator.

Salary Range : \$1,618,361.00 – \$1,737,831.00 p.a.

Job Purpose

To maintain spatial databases to support geographic information systems activities and to develop procedures and standards that ensures integrity of the Agency's data.

Key Responsibilities:

Management/Administrative Responsibilities

- Ensures the implementation of objectives
- Provides advice to managers, associates and customers on database
- Prepares reports on the status activities

Technical/Professional Responsibilities

- Maintains and supports the Agency's databases
- Develops documents and maintains procedures for production and quality control of data and database structure
- Develops and implements database systems and solutions, specific GIS research and analytical functions
- Designs and implements GIS-related functions
- Develops and maintains database schemes and data models and implementation plans
- Reviews schemas and data models to identify problem areas and prepares work plan for executing solution.
- Implements work plan as it relates to database efficiency and tuning
- Assures security of the Agency data internally and externally
- Establishes and monitors scheduled backup of the Agency's databases
- Provides support to end-users to ensure proper operation of database
- Tests configurations to ensure proper implementation and quality are met

Other Responsibilities

- Keeps abreast with trends and developments in the field and recommends incorporation where appropriate
- Performs other related duties assigned from time to time by the Supervisor/Manager

Required Competences/Skills

The job-holder should be able to demonstrate:

- Good interpersonal skills
- Good oral and written communication and presentation skills
- Sound judgment, analytical, decision making, problem solving skills
- Demonstrated sound work ethics
- Excellent data modeling skills including but not limited to ER diagrams and UML
- Excellent knowledge of Spatial Database Management systems
- Knowledge of programming environment and web-based application development
- Knowledge of GIS, GPS, Spatial database infrastructure
- Knowledge of ESRIS, GIS or similar software
- Competence in data analysis and interpretation with a good grasp of data-warehousing and data-mining principles

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Science or equivalent from a recognized tertiary institution.
- At least two (2) years' experience in spatial databases, data conversion, maintenance and design of GIS systems

7. APPLICATION SUPPORT SPECIALIST

The successful candidate will report to the Systems Analyst.

Salary Range: \$1,618,361.00 – \$1,737,831.00 p.a.

Job Purpose

To improve internal processes through software implementation, diagnostic and maintenance strategies.

Key Responsibilities:

Technical Responsibilities

- Resolves end-user problems or issues
- Conducts software product research and development
- Ensures the timely completion of reports and other documentation
- Tests and evaluates new software systems;
- Maintenance and support of existing systems
- Participates in the developing tactical plans that support agency-wide strategies for application integration and business data relationships
- Installs application patches, releases and enhancements on development, tests disaster recovery and production systems

Other Responsibilities

- Keeps abreast of trends and developments in information technology and recommends their incorporation where appropriate
- Performs other related duties assigned from time to time by the Supervisor/Manager.

Required Competences/Skills

The post-holder should be able to demonstrate:

- Excellent interpersonal and customer relationship skills
- Strong technical documentation, problem solving and analytical skills
- Good communication skills
- Good planning and organizing skills
- Ability to thrive in a team-based environment
- Ability to establish business requirements documents as well as testing plans and training plans and materials
- Software programming skills ideally in various languages
- Use of software development standards, structured development environments and methodologies
- Knowledge of service oriented architecture concepts, reporting tools and standard programming environments
- Working knowledge of Microsoft Office Tools
- Good understanding of business processes
- Excellent business modeling skills
- Ability to conduct structured interviews to gather process and system information

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Studies or equivalent qualification from a recognized tertiary institution
- At least two (2) years' experience troubleshooting IT systems and applications, perform tests, install upgrades and perform regular system maintenance.
- Experience and knowledge of current reporting tools

8. RELATIONAL DATABASE ADMINISTRATOR

The successful candidate will report to the Senior Database Administrator.

Salary Range: \$1,498,361.00 – \$1,618,361.00 p.a.

Job Purpose

To maintain databases to support information systems activities and to provide operational support for database solutions and performs system database performance tuning

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the design and delivery of technical training programmes
- Makes recommendations on matters relating to data management and conversion

Technical/Professional Responsibilities

- Maintains and supports the Agency's databases
- Ensures quality control of data and database structure
- Develops and implements database systems and solutions.
- Designs and implements database solutions

- Contributes to the review of existing procedures and updates as is necessary to improve effectiveness of the operations
- Develops and maintains database schemas and data models and implementation plans
- Ensures database efficiency and tuning
- Assures security of the Agency data internally and externally
- Monitors scheduled backup of the Agency's databases
- Conducts and validates scheduled database restoration intervention.
- Provides support to end-users to ensure proper operation of database
- Tests configurations to ensure proper implementation and quality are met

Other Responsibilities

- Keeps abreast with trends and developments in the field and recommends incorporation where appropriate
- Performs other related duties assigned from time to time by the Supervisor /Manager.

Required Competences/Skills

The post-holder should be able to demonstrate:

- Good interpersonal skills
- Good oral and written communication and presentation skills
- Sound judgment, analytical, decision making, problem solving skills
- Excellent data modeling skills including but not limited to ER diagrams and UML
- Excellent knowledge of RDMS software
- A knowledge of programming environment and web-based application development
- Competence in data analysis and interpretation with a good grasp of data-warehousing and data-mining principles

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Studies or equivalent qualification from a recognized tertiary institution
- Two (2) years' experience in administering a commercial database system;
- Experience in RDBMS, preferably INFORMIX, ORACLE or MS-SQL

9. QUALITY ASSURANCE ANALYST

The successful candidate will report to the Systems Analyst.

Salary Range: \$1,498,361.00 – \$1,618,361.00 p.a.

Job Purpose

To improve internal processes through software implementation, diagnostic and maintenance strategies.

Key Responsibilities:

Management/Administrative Responsibilities

- Prepares reports
- Liaises with the technology team in respect of support and maintenance
- Coordinates the review of application version, patches and releases
- Assists with the design and delivery of technical training programmes

Technical /Professional Responsibilities

- Coordinates information systems projects from planning through to implementation
- Ensures the development and maintenance of manuals, procedures and other documentation required for the operations of the support team
- Assists in developing tactical plans that support agency-wide strategies for application integration and business data relationships
- Recommends commercially available information technologies or designs customized solutions to satisfy business needs
- Coordinates with business unit and technical staff on the defining, writing and testing of technical and functional specifications
- Coordinates the installation of application patches, releases and enhancements on development, test, disaster recovery and production systems
- Reviews existing procedures and updates as is necessary to improve the effectiveness the operations
- Develops documents and maintains procedures for production and quality control of system data

Other Responsibilities

- Keeps abreast of trends and developments in information technology and recommends their incorporation where appropriate
- Performs other related duties assigned from time to time by the Supervisor/Manager

Required Competences/Skills

The post-holder should be able to demonstrate:

- Excellent interpersonal and customer relationship skills
- Strong technical documentation, problem solving and analytical skills
- Good communication skills
- Good planning and organizing skills
- Ability to thrive in a team-based environment
- Ability to establish business requirements documents as well as testing plans and training plans and materials
- Software programming skills ideally in various languages
- Use of software development standards, structured development environments and methodologies
- Knowledge of service oriented architecture concepts, reporting tools and standard programming environments
- Working knowledge of Microsoft Office Tools
- Good understanding of business processes
- Excellent business modeling skills
- Working knowledge of client server concepts.

Minimum Required Qualifications and Experience

- Undergraduate degree in Computer Studies or equivalent qualification from a recognized tertiary institution
- At least two (2) years' experience developing and maintaining business applications across the system lifecycle

Application accompanied by résumés should be submitted no later than **Monday, November 20, 2017** to:

**The Manager, Human Resource management & Development
National Land Agency
8 Ardenne Road
Kingston 10**

We appreciate all responses but only short-listed applicants will be contacted.