



SENIOR APPLICATIONS DEVELOPER (VACANT)

This position reports to the **Manager, Information Services**.

Job Purpose

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

Key Outputs

- Policies, procedures and objectives implemented
- Performance appraisals conducted
- Reports developed
- Training delivered
- Application developed
- Application availability maintained
- Writing and testing of specifications coordinated
- Technologies recommended and solutions designed
- Technical plans developed
- Procedural manuals developed

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

- 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

The post-holder should be able to demonstrate:

- 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
- Strong technical documentation, problem solving and analytical skills
- Working knowledge of Microsoft Office Tools
- Excellent technical, interpersonal and customer relationship skills and ability to thrive in a team-based environment
- 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 Education and Experience

- Undergraduate degree in Computer Studies or equivalent qualification
- Three (3) years' experience in developing and maintaining business applications
- Certificate in Supervisory Management
- Knowledge of several programming languages, such as JavaScript, Java, Python, HTML, Visual Studio.net, PHP etc.

Remuneration Package: - Salary Range: \$3,770,761.00 - \$5,071,254.00 p.a.

SYSTEMS ARCHITECT (VACANT)

This position reports to the **Senior Application Developer**

Job Purpose

To strategically design and implement in house information systems and network software architecture that support core functions and assure their high availability and to improve internal processes through software implementation, diagnostic and maintenance strategies.

Key Outputs

- Objectives implemented
- Individual work plan developed
- Reports developed
- Applications developed
- Applications availability maintained
- Writing and testing of specifications coordinated



- Technologies recommended and solutions designed
- Technical plans developed
- Procedural manuals developed
- Configurations tested

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, web applications and provides application administrative support
- Coordinates the installation of application patches, releases and enhancements on development, test, disaster recovery and production systems
- Participate 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
- Configures, updates, modifies, maintains and effect improvements on the Agency's Intranet and external web site
- Coordinates the routine backup and restoration of the configurations, files and folders and databases of the Agency's Intranet and external web site
- 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.

Required Competencies

The post-holder should be able to demonstrate:

- 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
- Strong technical documentation, problem solving and analytical skills



- Working knowledge of Microsoft Office Tools
- Excellent technical, interpersonal and customer relationship skills and ability to thrive in a team-based environment
- Understanding of business processes
- Excellent business modeling skills
- Ability to conduct structured interviews to gather process and system information
- Strong data modeling skills
- Good oral and written communication skills
- Good conflict resolution skills

Minimum required Education and experience

- B. Sc in Computer Studies or equivalent qualification
- Two (2) years' experience developing and maintaining business applications across the system lifecycle
- Experience and knowledge of current reporting tools
- Specific working experience in a MS Visual Studio development environment

Remuneration Package: - Salary Range: \$3,094,839.00 - \$4,162,214.00 p.a

SERVER SUPPORT SPECIALIST (VACANT)

This position reports to the **Senior Server Support Specialist**

Job Purpose

To operationally administer On-premise Site Environment (OSE) and assist with Cloud environment, which includes the enforcement of the Agency's operational compliance and standards. To manage services such as email, permission management to resources and file/folder permissions.

Key Outputs

- Logged helpdesk issues are responded to and resolved
- Infrastructure problems resolved
- Server related equipment repaired
- Active Directory services and server-client related applications and services managed.
- Routine server health checks conducted
- Prepare reports
- Server infrastructure monitored and continuously improved
- Backup, replication and Disaster recovery technologies and services maintained
- Server Support core services maintained and administered

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.
- Liaises with vendors in respect of procurement initiatives



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, optimizing, 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
- Develops, reviews, and maintains policies and procedures of the servers and related activities/solutions.
- Develops, manages, and implements projects and programmes within agreed guidelines and/or objectives.
- Administers and maintains storage appliances : Storage Area Networks (SAN), Network Attached Storage (NAS) and Tape Library
- 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, etc.)
- Assists in the administration and maintenance of Microsoft Exchange
- Assists in monitoring and maintaining Microsoft Office 365 and Microsoft 365 environments.
- Assists in the administration and deployment of end-point protection agents and compliance with security standards.
- Tests, evaluates and recommends relevant software and hardware for purchase.

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:

- Good interpersonal skills
- Excellent oral and written communication
- Analytical thinking
- Good 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 Education and experience

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

Remuneration Package: - Salary Range: \$3,094,839.00 - \$4,162,214.00 p.a.

A letter of Application accompanied by a Résumé should be submitted no later than **October 20, 2023** to jobapplications@nla.gov.jm for the attention of:

**The Director
Human Resource Management & Development
National Land Agency
35 Hope Road
Kingston 10**

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