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Memorandum

To: All Members of Staff

From: Donna-Marie Madourie- Brown (Mrs.)
              Director, Human Resource Management & Development

Date: November 12, 2024

Subject: **CAREER OPPORTUNITY – INFORMATION & COMMUNICATION TECHNOLOGY DIVISION**

Applications are invited from suitably qualified candidates to fill the following positions within the **INFORMATION & COMMUNICATION TECHNOLOGY DIVISION,** at the National Land Agency.

<p align="center">SENIOR APPLICATIONS DEVELOPER LEVEL 7
(VACANT)</p>

This position reports 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 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 Skills/ 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 Qualifications and Experience:

The following qualification is required:
- 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: **$ 4,266,270.00 - $ 5,737,659.00 p.a.**

SYSTEMS ARCHITECT
(VACANT)- LEVEL 6

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 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 Skills/ 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 Qualifications and Experience:

The following qualification is required:
- 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

<u>Remuneration Package:</u> - Salary Range: **$ 3,501,526.00 - $ 4,709,163.00 p.a.**

CLIENT SUPPORT TECHNOLOGIST LEVEL 6
(VACANT)

This position reports to the Senior Technology Support Specialist.

<u>Job Purpose</u>
To ensure that the computer and communication infrastructure are functional thus contributing to the Agency's goals.

<u>Key Responsibilities:</u>
Management/Administrative Responsibilities
- Assists with the preparation of the Branch's reports.
- Update 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, IP Phones 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.
- Adhere to safety standards in the execution of duties.
- Coordinate and interface with external vendors for servicing and/or restoration of computer related equipment
- Assists with the inventory and movement of equipment including preparation of relevant documentation.

<u>Required Skills/ Competencies</u>
The post-holder should be able to demonstrate:
- Strong interpersonal skills
- Good mediation and conflict resolution skills
- 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 PC maintenance skills
- Knowledge of the Windows environment
- Ability to conduct technical interviews to gather process and systems information

Minimum Required Qualifications and Experience:

- B.Sc degree in Computer Science or equivalent
- Two (2) years infrastructure support experience in a computing environment

Remuneration Package: - Salary Range: **$ 3,501,526.00 - $ 4,709,163.00 p.a.**

A letter of Application accompanied by a Résumé should be submitted no later than **December 5, 2024** 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.