



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE:	Manager, ICT Infrastructure and Technical Support
JOB GRADE:	MIS/IT 7
POST NUMBER:	54661
DIVISION:	Permanent Secretary
BRANCH	Information & Communication Technology
REPORTS TO:	Director, ICT
MANAGES:	Network Administrator, ICT Infrastructure Project Officer, Senior Technical & User Support Officer and Senior ICT Infrastructure Officer

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

Strategic Objectives of the Division (in which the position is located):

To improve the operational efficiency in justice related process by implementing digitalization, technology driven solution and integrated electronic case management system for the justice sector.

Job Purpose

Under the leadership and direction of the Senior Director ICT, the Manager, ICT Infrastructure and Technical Support is chiefly answerable for delivering an effective, secure and resilient ICT infrastructure that supports the MOJ's (and its subjects) organisational requirements, through the provision of voice and data networks and ICT equipment, including servers, PCs, phones, printers and mobile devices.

Key Outputs:

- LANs, WANs & Wireless Networks designed and deployed
- Firewalls and VPNs designed, implemented and supported
- Networks monitored and analyzed
- Technical advice and interpretation provided
- Annual/Quarterly/Monthly performance reports prepared
- Individual work plans developed
- Staff coached and appraisals conducted

Key Responsibility Areas:

Technical/Professional Responsibilities

- Assists the Senior Director, ICT in the development and implementation of the ICT strategy, plans and policies as a senior staff of the ICT team;
- Manages the design and implement short- and long-term plans to ensure ICT infrastructure meets existing and future capacity and capability requirements of the MOJ and subjects;
- Manages the development, implementation and maintenance of policies, procedures for network administration in the MOJ and its subjects;
- Develops, implements, manages and maintains the ICT infrastructure including LANs, WANs, wireless networks, server routers, switches, UPSs and network configuration, accessibility, connectivity, and backup in the MOJ and its subjects;
- Manages Hardware Asset Register detailing ICT equipment used by the MOJ and subjects, and identify, analyse and manage associated information risks;
- Develops procedures and associated implementation, testing and training plans for infrastructure administration;
- Drives the creation and maintenance of documentation concerning network configuration, network mapping, processes, and service records;
- Partners with the Manager, Business Process and Applications Development on the design, implementation and maintenance of data management systems and other productivity and business solutions;
- Partners with the Manager, ICT Security on ensuring compliance with internal and external information security requirements;
- Maintains awareness of latest cyber-security threats and confers with the Senior Director, ICT and Manager, ICT Security on measures to be implemented to minimize risk to information assets;
- Ensures ICT systems are secure and resilient, carrying out proactive maintenance (e.g. patching) and ensuring processes and configurations are clearly documented;
- Designs, implements and monitors mechanisms to ensure that the ICT Service/Help Desk operates efficiently and effectively, providing technical support to users/clients as required;

- Designs, implements and frequently evaluates business continuity measures, such as disaster recovery plans for critical systems and telephony;
- Manages the technical aspects of ICT Infrastructure projects, by preparing business cases, project documents and budgets;
- Identifies and take actions to manage ICT related risks that have the potential impact negatively on the future continuity of the MOJ's operations;
- Manages effective relationships with key stakeholders and suppliers to secure best value for ICT goods and services, and to encourage innovative ideas to be adopted;
- Conducts research on network products, services, protocols, and standards to remain abreast of developments in the networking industry;
- Uses data to identify trends and common issues and take appropriate actions to prevent or reduce the impact of issues;
- Monitors and tests network performance and provides network performance statistics and reports;
- Provides regular verbal and written reports to senior executives on ICT service levels, planned maintenance, issues and data;
- Keeps abreast of changes and new developments in ICT Systems Networking and provides evidence-based recommendations.

Management/Administrative Responsibilities

- Manages the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports to Senior Director ICT, Permanent Secretary, Senior Executives and other relevant stakeholders;
- Attends Public Accounts Committee (PAC) and Public Administration and Appropriations Committee (PAAC) of the Parliament of Jamaica to provide information and support the PS and Senior Director as applicable;
- Represents Senior Director, ICT at meetings, conferences, workshops and seminars;
- Prepares reports and project documents as required;
- Prepares and delivers ICT Infrastructure presentations as needed;
- Supports and maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching of high-performing audit professionals who possess outstanding knowledge, experience, ethics, and integrity;
- Evaluates and monitors the performance of staff in the Division 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 succession initiatives, 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 all other duties and functions as may be required from time to time.

Performance Standards:

- LANs, WANs & Wireless Networks designed and deployed in keeping with established standards and specified timeframes;
- Firewalls and VPNs designed, implemented and supported in accordance with agreed standards and timeframes;
- Networks monitored and analyzed within established guidelines, resources and timeframes;
- Recommendations and or advice on ICT Infrastructure matters provided are evidence-based (supported by qualitative/quantitative data) and delivered within agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed format, are accurate and submitted on time;
- Individual Work Plans developed in conformity to established standards and within agreed timeframes;
- Staff coached and appraisals completed and submitted in accordance to agreed timeframes and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

Internal and External Contacts (specify purpose of significant contacts:

Internal Contacts

Contact (Title)	Purpose of Communication
Permanent Secretary Senior Director, ICT	<ul style="list-style-type: none"> • Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates on key ICT Infrastructure issues and priorities.
Senior Executives/Management in Divisions	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic ICT Infrastructure advice, support and feedback
Direct Reports	<ul style="list-style-type: none"> • Provide coaching, guidance and support.
General Staff	<ul style="list-style-type: none"> • Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Provides expert advice on ICT Infrastructure matters; and exchange information; • Liaise on key ICT issues

Contact (Title)	Purpose of Communication
Ministry of Science, Energy & Technology -ICT Authority	<ul style="list-style-type: none"> Develop and maintain effective relationships; Receive expert advice; and provide and exchange information; Liaise on key ICT Infrastructure issues.
Committees of Parliament related to Corporate Services Affairs	<ul style="list-style-type: none"> Assists/Supports the Permanent Secretary in discussions on the MOJ's Corporate Services/ ICT and related matters
Professional Affiliations	<ul style="list-style-type: none"> Provides expert advice and exchange information; Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	<ul style="list-style-type: none"> Monitors TOR for goods and services and related interventions; Exchange of information.
General Public	<ul style="list-style-type: none"> Collaborate on matters, exchange information, provide advice and seek feedback

Required Competencies:

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Adaptability	2	Accountability	2
Compliance	2	Analytical thinking	1
Customer and Quality Focus	3	Attention to Detail	2
Initiative	3	Conflict Management	1
Integrity	3	Goal/Results Oriented	1
Interpersonal	2	Leadership skills	2
Oral Communication	2	Managing Client Interface	1
Team Work & Cooperation	3	Managing Resources	2
Time Management	2	Planning and Organising	1
Written Communication	2	Presentation and Reporting	2
		Problem Solving and Decision-making	1
		Resilience	2
		Strategic Vision	2
		Stress Tolerance	2
		Technical Skills	2
		Technology Management	2
		Technology Savvy	2
		Use and Application of Technology	1

I. Other Competencies	level
Strong project management and coding skills	
Sound knowledge of LAN, WAN, and WLAN design and implementation	

Good Knowledge of network capacity planning, network security principles, and general network management best practices	
Good knowledge of core routing and switching design principles, best practices, and related technologies	
Excellent hardware troubleshooting experience and network monitoring and analysis software	
Sound knowledge of user access control system to prevent unauthorised access, modification, manipulation etc	
Sound knowledge of the local and international ICT systems environment, including standards, practices and trends	
Good Knowledge about testing tools and procedures for voice and data circuits	
Good problem analysis and resolution skills	
Strong software knowledge and ability, particularly with regard to web-based technologies	
Personal motivation and drive exhibited through commitment to work hard towards goals and showing enthusiasm and career commitment.	
Good Working technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches, firewalls, remote access, DNS, VLAN, DSL, and Ethernet	
Ability to identify and analyse information security risks	

Minimum Required Education and Experience

- Bachelor's Degree in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification or related Networking certification;
- Five (5) years related experience, with at least three (3) years in an ICT Security/Protection role.

Authority:

- Recommends new ICT Infrastructure to enhance the Ministry's strategic and technical capabilities;
- Engages a range of related stakeholders;
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

Specific 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. Will be required to travel locally and overseas to attend conferences, seminars and meetings.