



We invite all suitably qualified candidates to apply for the post of ***Director, Information Communication Technology (MIS / IT 7)***.

***Salary Range: \$6,333,301- \$8,517,586 per annum.***

#### ***Job Purpose***

The incumbent facilitates the provision of a computerized environment (network, hardware and software) to improve the efficiency and productivity of the Units that will enhance the decision-making capacity of the Agency, through the use of appropriate information processing technologies in the most cost-effective manner.

#### ***Strategic Focus***

- To ensure the information requirements of all units of the Agency are delivered in a timely, responsive, and cost-effective manner.
- To establish policies that provide guidelines and a framework by which the Agency administers its information technology resources.
- To support the development of a strong and capable ICT organization.

#### ***Qualifications & Experience***

- Undergraduate Degree in Computer Sciences or equivalent
- ITIL ICT Service Management certification at least to the “Practitioner” level.
- Minimum ten (10) years progressive experience in the areas of Telecommunications, IT Security Risk Management, Security Engineering, Communications and Network Security, Identity and Access Management
- At least five (5) years at the managerial level;

- Hands-on experience in the implementation of at least 1 major computerized system.
- Experience leading teams of knowledge workers

### ***Job Specific Skills***

- Comprehensive Knowledge of ITIL Service Management best practices
- Local and Wide Area Networks Planning and Implementation
- Skills in facilitation Joint Application Design (JAD) sessions or general Group facilitation skills
- Best practice methodologies for the implementation of ICT applications
- Information Security Management.
- Business Continuity and Disaster Recovery (BC/DR) planning and testing
- Excellent written and spoken English and Excellent presentation skills
- Project Management Body of Knowledge (PMBOK)
- Business Process Mapping and Notation (BPMN 2.0) and related process mapping tools

### **Job duties and responsibilities**

#### **1. To support the information requirements of all divisions/units of the Agency in a timely, responsive, and cost-effective manner.**

- Works with JSEZA Leadership to develop plans for the ICT capabilities required to efficiently and effectively achieve the Strategic Goals of the Agency
- Provides technical ICT guidance to process driven and user led implementation of ICTs will support achievement of the Agency's mission and goals
- Acquires and implements information ICTs in accordance with the user requirement and JSEZA ICT policies and guidelines
- Ensures that ICT architecture supports meeting and exceeding the service level standards agreed with users
- Provides a secure, reliable and efficient computer system environment
- Collaborates with the HR Division to ensure that for staff additions or moves, staff work stations are provisioned in a timely manner with the correct applications set and access rights based on the role of the staff member
- Structures the operations of the ICT team to maximize value from the Agency's investments in ICT. This includes staggered hours to reduce service interruptions for users
- Provides an effective issue management infrastructure for ICT to support achievement of agreed service levels and continuously monitors and manages service levels

- Ensures that an accurate inventory of ICT related assets is maintained as critical master data for an effective user support service
- Supports and evidence and fact-based management cultures by facilitation the conversion of the Agency's data, into information for measuring and managing performance throughout the Agency and supporting effective decision making.
- Captures formal feedback from the ICT user community as to the quality of ICT services provided and continuously improves service levels
- Ensures that issues and/or concerns of divisions/units are managed and/or escalated to the appropriate level within Corporate Affairs Division.

## **2. To establish policies that provide guidelines and a framework by which the Agency administers its information technology resources**

- Serves as the Secretary of the Agency's ICT Steering Committee and ensures that meetings are convened, tracks the execution of action items and that the Terms of Reference of the Steering Committee are achieved
- Keeps track of ICT developments that are of relevance to the operations of the Agency and supports the shared understanding of ICT issues by scheduling and conducting or arranging ICT Briefing Sessions for selected internal stakeholders
- Proposes and achieves adoption and institutionalization of a framework of best practice ICT of Policies and Guidelines to support achievement to the Agency's Mission and Objectives
- Reviews guidelines for continued relevance and gains support for amendments that reflect the current realities of the ICT world
- Ensures that ICT policies, guidelines, procedures, FAQs are available on the Agency's Intranet and kept up-to-date.

## **3. To support the development of a strong and capable ICT organization**

- Develops and manages the Agency's IT budget for Business-As-Usual activities and ICT related Strategic Initiatives, and ensures that all activities and proposed initiatives are adequately planned and resourced.
- Supports the Senior Director of Corporate Services in developing cogent and convincing proposal for expenditure to acquire, update or maintain the ICT applications and hardware to ensure the relevance and operational viability of the Unit
- Reviews ICT investment proposals from Operational Branches to ensure alignment with the Agency's ICT Policies and Guidelines
- Selects and institutionalizes an implementation methodology for ICT initiatives (e.g. Agile) ensures that all business users are at least have knowledge of the methodology

- Develops and manages the performance of the Branch and its staff, including transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff, and arranging for training;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Branch provides a consistently high level of service to them
- Ensures that for staff with “People Development” responsibilities, compliance with all related goal setting, performance management, staff development and succession planning processes of JSEZA is non-negotiable
- Assesses the performance of the Managers and any Administrative staff who report directly to this position
- Performs own performance self-assessment for discussion with the Senior Director of Corporate Services
- Reviews the draft performance and development assessments of the team members two levels removed prior to any performance related discussions with those staff.
- Institutes continuous processes to detect whether there are staff of the Unit who have competency and skills gaps and or issues of “fit” with “the JSEZA Way”.
- Works with the Director HR to ensure the availability of the training and development “interventions” needed to fill identified training and development gaps.

Résumés should be submitted to:

Director, Human Resource Management and Administration (Acting)

Special Economic Zone Authority

Unit 42B, New Kingston Business Centre,

30 Dominica Drive Kingston 5

**Please note that only shortlisted applicants will be contacted.**