



**OFFICE OF HIS EXCELLENCY  
THE GOVERNOR-GENERAL & STAFF  
JOB DESCRIPTION AND SPECIFICATION  
INFORMATION SYSTEMS MANAGER**

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**JOB TITLE:** Information Systems Manager

**JOB GRADE:** MIS/IT 4

**LOCATION:** The Governor-General's Personal Staff

**DEPARTMENT:** General Establishment

**UNIT:** Corporate Services

**REPORTS TO:** The Deputy Governor-General's Secretary – Corporate

**MANAGES:** Not Applicable

This document is validated as an accurate and true description of the job as signified below:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Deputy Governor-General's  
Secretary - Corporate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Human Resources  
Administration

\_\_\_\_\_  
Date

## **JOB PURPOSE**

Under the supervision of the Deputy Governor-General's Secretary (Corporate), the Information Systems Manager is responsible for the effective installation, configuration, operation and maintenance of system hardware, software and related infrastructure. The incumbent maintains and updates him/herself in technical research and development to enable continuous innovation to the infrastructure. He/she ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values while enabling the staff and other stakeholders to perform in an optimal manner.

In collaboration with Service Providers, the incumbent plans for and responds to service outages and other problems while providing project management capabilities for systems-related projects, supervising or training users, and consulting on computer problems.

The Information Systems Manager achieves the above by being supportive of '*A culture of excellence through people performance and partnerships,*' coupled with leadership, self-motivation and commitment.

## **KEY OUTPUTS**

1. Operational Plan & Budget.
2. Information and Communications Technology (ICT) Plan
3. Users Logins and system processes.
4. Help Desk Log.
5. Server/Back-up Files.
6. Inventory of hardware and Software

## **KEY AREAS OF RESPONSIBILITY**

### **Management/Administrative Responsibilities**

1. Contributes to the development of the Office's Business/Strategic and Operational Plans as well as the implementation and monitoring of same.
2. Contributes to the preparation of the Office's Annual Budget with respect to the needs for ICT.
3. Ensures that output is in line with acceptable standard operating procedures (SOP) and practices which are specific and relevant to service delivery requirements.
4. Develops and recommends related policies and procedures for the various processes.

## **Technical/Professional Responsibilities**

1. Makes recommendations to the Deputy Governor-General Secretary - Corporate based on needs, benefits and technical strategy; research and development within project life-cycles; technical analysis and design.
2. Smooths the transition and implementation of projects by performing operational activities within the project life cycle.
3. Is answerable for the various systems utilized within the Office with respect to provisioning, operations and support, maintenance, research and development.
4. Maintains an inventory of equipment and parts as well as documentation of vendor activities.
5. Plans, develops and implements the ICT budget, obtaining competitive prices from suppliers, to ensure cost effectiveness.
6. Installs new and/or rebuilds existing servers, and configures hardware, peripherals, services, settings, directories and storage in accordance with acceptable standards and project/operational requirements.
7. Develops and maintains installation and configuration procedures; contributes to, and supports system standards.
8. Ensures adherence to, and compliance with appropriate software licensing laws.
9. Researches and recommends innovative approaches for system administration tasks; identified approaches which leverage resources and provide economies of scale.
10. Contributed to the preparation of an ICT security strategy and disaster recovery plan that minimizes the risk of data loss and breach of privacy of the Office's information.
11. Performs routine backup operations, ensures that required file systems and system data are successfully backed up to the appropriate media, recovery tapes and disks are created and sent off-site as required.
12. Performs regular cyber security monitoring to identify any possible intrusions
13. Analyzes cyber and technical threats;
14. Performs daily system monitoring, verification and review of:

- The integrity and availability of hardware.
  - Server resources.
  - Systems and key processes.
  - System and application logs.
  - Web site operations.
  - Connectivity of Local Area and Wide Area Networks. - The completion of scheduled jobs such as backups.
15. Creates, changes, and deletes user accounts, according to request procedures; performs regular file archival procedures and purges as necessary.
  16. Provides other support as per request from the various users; investigates and troubleshoot issues.
  17. Repairs and recovers from hardware and software failures, coordinates and communicates with impacted users. Performs periodic performance reporting to support capacity planning.
  18. Liaises with telecommunication service providers and makes requests for upgrades in services, lines etc. as required.
  19. Oversees the efficient delivery of cable service on the property. Ensures that system faults are reported. Monitors the progress of repairs.
  20. Processes telephone and cable bills, and ensures accuracy.
  21. Demonstrates and supports the highest standards of ethical and moral conduct to all staff.
  22. Performs any other duties which may be assigned from time to time.

### **Other Responsibilities**

1. Supports the Deputy Governor-General's Secretary - Corporate in the preparation of the Unit's Strategic and Operational Plan as well as any related special projects.
2. Configures and operates the teleprompter equipment at events at which The Governor-General speaks.

## **PERFORMANC STANDARDS**

1. Justifiable, prepared and submitted specifications as well as recommended budget for the procurement of hardware and software.
2. Efficient and productive support to users. Service delivery is in line with the Office's goals and portfolio responsibilities.
3. Users are provided with researched information as well as new and upcoming capabilities and options in the area of Information and Communications Technology (ICT).
4. Users are afforded continuous use of their personal computers and related software. Their availability is within agreed parameters and downtime is according to agreed standards.
5. The accumulated down-time of the computer system and/or network is within the agreed and acceptable standard.
6. Equipment is received, configured and deployed within the specified time frame.
7. The delivery dates of each aspect of assigned projects are achieved as agreed.
8. Server needs and maintenance are supported according to established procedures.
9. Account Administration functions are up to date.
10. Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct.
11. Any new equipment is configured and deployed to users according to project requirements.

## **REQUIRED KNOWLEDGE SPECIFIC TO THE POSITION**

1. Broad knowledge of the use and direction of ICT within the GOJ and the Office.
2. Knowledge of GOJ Procurement Guidelines.

## **REQUIRED SKILLS & COMPETENCIES**

1. Able to train others and set the work pace.
2. Developed presentation, oral and written communication skills.

3. Flexible, resourceful and able to work well under pressure.
4. Strong investigative and problem-solving skills with the tenacity to do so.
5. Analytical and project management skills.
6. High ethical conduct and demonstrated integrity with strong customer service orientation.

#### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- An undergraduate Degree with a technical major such as Software Engineering or Computer Science or equivalent from a recognized tertiary institution. AND
- System Administration/System Engineering certification in Unix and Microsoft. AND
- Project Management training or experience. AND
- Three (3) years of System Administration experience.
- Training in Cyber Security Identification and Analyses is desirable.

#### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- This is a typical office environment, with no adverse working conditions; however, there can be high pressure when project deadlines are to be met.
- Responsibilities may require working evenings and weekends, sometimes with little advance notice.

#### **AUTHORITY TO:**

- Provide advice/guidance and recommend actions to the Governor-General's Secretary and the Deputy Governor-General's Secretary - Corporate.
- Interpret and/or discuss information with others which involve terminology or concepts not familiar to some people.
- Maintain close collaboration with internal stakeholders of the Unit's output.

**LIAISE WITHIN THE OFFICE:**

<b>POSITION TITLE</b>	<b>PURPOSE OF COMMUNICATION</b>
Deputy Governor-General's Secretary - Corporate	Provide information, reports, recommendations.
All Programmes Managers and Staff.	Provide assistance to create, change, delete, monitor and maintain the various ICT systems.
Telephone Operator	Operation of the switchboard, trouble shooting

**LIAISE EXTERNALLY TO THE OFFICE:**

<b>POSITION TITLE</b>	<b>PURPOSE OF COMMUNICATION</b>
Vendors and suppliers of computer equipment, printers and peripherals	Requests for Quotations & Requests for Proposals - based on projects and deliverables
Ministries, Agencies and Departments.	Networking Provide/ receive information re the operation of various ICT systems and software licences
Programmers and Technicians	Request information and assistance. Servicing and repairs of equipment
Cable/Telecommunication providers	Provision of equipment, repairs, servicing