



## MINISTRY OF ECONOMIC GROWTH & JOB CREATION

### CAREER OPPORTUNITY

Applications are being invited from suitably qualified persons to fill the **vacant** post of **Help Desk Officer (GMG/AM 2)** in the **Negril Green Island Area Local Planning Authority**, salary range \$1,711,060 - \$2,301,186 per annum.

#### **Job Purpose**

Under the direction of the Physical Planner, the incumbent is responsible for the effective operations of the AMANDA/JDAP system to facilitate the processing of all development applications.

#### **Key Responsibilities**

- Register and log all applications into the AMANDA/JDAP system daily following assessment and payment.
- Scan all applications, including drawings and supporting documents, into the AMANDA/JDAP system daily.
- Ensure the acquisition and scanning of all necessary supporting documents for respective applications.
- Monitor the AMANDA/JDAP system for efficiency and accurate use by officers.
- Follow up with respective officers to update the AMANDA/JDAP system from their desks.
- Ensure timely processing of all applications within specified time frames in collaboration with the Physical Planner and City Engineer.
- Inform clients of the status of their applications.
- Maintain a complaint log database, follow up on issue resolution, and provide updates to clients.
- Provide limited technical assistance to in-house users experiencing difficulties with the system.
- Assist clients in utilizing the AMANDA/JDAP system.
- Update the Excel database in the City Engineer's Registry with records of received applications promptly.
- Provide complete and up-to-date data to facilitate the preparation of weekly, monthly, and quarterly reports.
- Attend bi-weekly sittings of the Building & Town Planning Committee
- Attend AMANDA/JDAP meetings and other meetings as directed by the Physical Planner.
- Prepare weekly, monthly, and quarterly reports in collaboration with the Planning Coordinator and Physical Planner.
- Develop and maintain User Manuals for the AMANDA/JDAP system, to be issued to relevant stakeholders and users within the Negril Development Order Area.
- Secure all data by completing database backups.
- Process complaints by logging respective issues in the database, contacting relevant officers to resolve issues, and conducting follow-ups for issue resolution and client updates.
- Any other duties assigned by the Physical Planner.

#### **Required Knowledge, Skills and Competencies**

##### ***Core***

- Oral and written communication skills
- Customer-focused and able to manage direct client interface
- Excellent Interpersonal skills

- Ability to work well under pressure and meet tight deadlines
- Good problem-solving skills

***Technical***

- Knowledge of the development planning process
- Ability to read blueprints
- Knowledge of information technology and general troubleshooting for web-based systems
- Ability to interact with diverse stakeholders

**Minimum Required Education and Experience**

- Diploma in Construction Management, Urban/Physical Planning or related discipline
- One (1) year experience in the development application process, development planning

**Applicants are being advised that the post is located at the Negril Green Island Area Local Planning Authority, Norman Manley Boulevard, Negril, Westmoreland.**

Applications accompanied by résumés should be submitted **no later than July 2, 2025 to:**

Senior Director, Human Resource Management & Development  
Ministry of Economic Growth and Job Creation  
7th Floor, The Towers  
25 Dominica Drive  
Kingston 5

Email: [human.resources@megjc.gov.jm](mailto:human.resources@megjc.gov.jm)

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