



Office of the Services Commissions

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1st July, 2025

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Ministry of Economic Growth and Job Creation (MEGJC)**:

1. **Director, Information & Communications Technology (MIS/IT 7)**, salary range \$6,333,301 - \$8,517,586 per annum.
2. **Web and Digital Content Officer (MCG/IE 3)**, salary range \$3,501,526 - \$4,709,163 per annum.

1. Director, Information & Communications Technology (MIS/IT 7)

Job Purpose

The incumbent will be responsible for overseeing Information and Communication Technology activities in the Ministry. The role will also formulate, develop and implement Information Communication Technology (ICT) policies, plans and strategies to guide the Ministry in achieving its long-term and short-term goals and objectives.

Key Responsibilities

Management/Administrative:

- Reviews the Ministry's ICT policies and procedures in accordance with industry standards;
- Participates in the organization's strategic planning process – preparing and monitoring the corporate and operational plan and budget, ensuring the work of the Division is carried out according to plan and agreed targets;
- Participates as a member of management team in planning, problem resolution, and reviewing the performance of functional areas;
- Provides guidance to the Permanent Secretary, Director General, Chief Technical Director and Directors on matters relating to ICT;
- Represents the organization at meetings, conferences and other functions;
- Prepares Annual/Quarterly/Monthly and other reports, as required.

Technical/Professional:

- Develops, implements and maintains policies to guide and inform the use of ICT in the Ministry;
- Maps the business processes of the Ministry and puts in place new systems to improve productivity and efficiency;
- Facilitates the development of a robust and resilient ICT infrastructure, through proper planning, forecasting and adherence to international standards in design and implementation;
- Plans the development of a Wide Area Network (WAN) linking the Ministry with all of its agencies and portfolio entities, and develops a set of protocols governing the exchange of information and communication between the entities;
- Plans the virtualization of the operating environment to increase productivity and reduce cost;
- Establishes on-going systems analysis, identifies areas of improvement and directs new system development;
- Provides technical expertise to the Ministry and portfolio entities to provide for adequate ICT services to these entities, and to chart the course for the integration of these networks;
- Directs the development of security strategies to protect the network and data;
- Directs the development of benchmark and baseline performance testing for in-house systems;
- Oversees the development of systems for the care and maintenance of computer and network equipment;
- Develops and maintains short and long-range plans for the implementation of technology within the Ministry;
- Develops, reviews, evaluates and recommends proposals for hardware and/or software acquisition;

- Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment and/or systems;
- Develops training plan for ICT staff to achieve and maintain the relevant technical competencies to deliver quality IT support and service to the Ministry and its entities;
- Provides technical support to facilitate the Ministry's social media programme;
- Plans the implementation of opensource platforms to reduce IT costs;
- Recommends changes to ICT policies based on new internal and external demands.

Required Knowledge, Skills, and Competencies

Core:

- Good written and oral communications skills
- Good leadership skills
- Good interpersonal skills
- Good problem solving skills
- Takes initiative
- Good teamwork and co-operation skills

Technical:

- Sound knowledge of networking technologies and software development principles
- Knowledge of international standards and best practice in ICT policy development and implementation
- Ability to direct and co-ordinate the development and integration of integrated computer systems involving network infrastructure and client/server business applications
- Knowledge of data security systems disaster recovery procedures
- Ability to evaluate and assess computer systems and hardware/software proposals for technical merit, cost effectiveness and business applications
- Knowledge of GoJ procurement process
- Ability to communicate with and understand the requirements of professional staff in their area of specialization
- Knowledge of current ICT developments/trends

Minimum Required Qualification and Experience

- Masters Degree in an ICT discipline with relevant managerial experience
- Three (3) years of experience in related field.
- Project Management training would be an asset.
- Certification in Cisco Network Administration would be an asset.
- Certification in Microsoft System Engineering would be an asset

OR

- Bachelor Degree in ICT Discipline with relevant managerial experience
- Six (6) years of experience in a related field
- Project Management training would be an asset.
- Certification in Cisco Network Administration would be an asset.
- Certification in Microsoft System Engineering would be an asset

2. Web and Digital Content Officer (MCG/IE 3)

Job Purpose

The role of the Web and Digital Content Officer is to conceptualize, develop and execute social media and digital strategies across various social media and marketing platforms. This involves devising content and utilizing digital media to effectively communicate the Ministry's agendas and policies. The incumbent directly contributes to advancing corporate communications, public relations and branding objectives, while enhancing the organization's online presence, driving brand awareness, and fostering meaningful engagement with stakeholders on websites and social media platforms.

Key Responsibilities

Management/Administrative:

- Represents the Branch at events, workshops, committees and conferences, as necessary;
- Develops and oversees all graphics, social media and digital content disseminated by the Ministry, ensuring alignment with the intended message and brand guidelines;
- Develops and reviews presentations and other materials, as needed;
- Offers technical advice and support to Senior Management, employees, and other relevant stakeholders, ensuring smooth functioning of digital platforms and campaigns;

- Generates routine and ad-hoc reports, as necessary;
- Develops Individual Work Plans.

Professional/Technical:

- Assists in the development and implementation of social media strategies, ensuring alignment with the Ministry's strategic goals and objectives;
- Generates, edits, publishes and shares engaging content daily for the Ministry's social media audiences, including website content, blogs, etc. to maintain a consistent online presence;
- Develops and implements new features to increase awareness of the Ministry's programmes and policies through promotions and competitions;
- Ideates and creates videos, photos and graphics for the Ministry's social media platforms and other digital channels, ensuring content resonates with the target audience;
- Assists in the daily management of social media channels, including community management, scheduling, monitoring and evaluating content;
- Utilizes listening and research tools to obtain insights and track campaign performance, informing content strategy development and optimization;
- Assists in the creation and execution of digital advertising campaigns;
- Liaises with the PR team to ensure all content meets brand guidelines and communication standards, to maintain brand consistency across all digital platforms;
- Collaborates with the Communications and Media Specialist to develop and optimize content;
- Ensures content adheres to appropriate policies and GoJ requirements, conducting necessary checks before publishing;
- Edits content, monitors content needs, proofreads and creates videos and social media graphics, ensuring accuracy and visual appeals;
- Manages co-ordination and engagement in chat rooms, forums, webinars and promotions for corporate activities;
- Collaborates with stakeholders and internal/external publics to gather information, make decisions, and provide recommendations on social media strategies and design issues;
- Provides guidance and support to portfolio Agencies and Departments under the Ministry, ensuring alignment with overall communication goals and strategies;
- Provides advice on social media tools, techniques, and applicability, serving as a subject matter expert on design and visual media, and offering counsel on graphics concepts and tactics;
- Compiles, develops and delivers briefings, presentations, and other vehicles in support of social media operations, sharing lessons learned and best practices;
- Conducts research on current benchmark trends and audience preferences, informing content development and strategy refinement;
- Assists in the development of the Ministry's monthly social media plans, strategies and framework;
- Stays abreast of current technologies and trends in social media design tools and applications, making recommendations for adoption and implementation within the Ministry;
- Collaborates with the wider Ministry's creative team to ensure a consistent message and strategic focus in content creation, enhancing the overall user experience across digital platforms.

Required Knowledge, Skills, and Competencies

Core:

- Excellent oral and written communication skills
- Creative thinking
- Good analytical skills
- Good project management
- Good interpersonal skills
- Manage limited resources to achieve outputs and targets
- Good customer and quality focus

Technical:

- Strong knowledge in the use of Microsoft Office Suite and other relevant computer applications and systems
- Excellent knowledge of Facebook, Twitter, LinkedIn, Pinterest, Instagram, Google+ and other social media best practices
- Understanding of digital marketing principles such as search engine and social media optimization and web traffic metrics
- Good understanding of social media KPI
- Excellent knowledge of web design and publishing; and
- Ability to use video and picture editing software's such as Photoshop, Canva and Adobe Premiere Pro.

Minimum Required Qualification and Experience

- Bachelor's Degree in Marketing, Communications, Digital Media, Journalism, or any related field.
- Certification in digital marketing, content creation, social media management or related areas are advantageous.
- At least 2-3 years of relevant experience.

Applications accompanied by résumés should be submitted **no later than Monday 14th July, 2025 to:**

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

Email: human.resources@megjc.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



Desreen Smith (Mrs.)
for Chief Personnel Officer