Memorandum

To: All Members of Staff

From: Andrea Livingstone (Mrs.)
Director, Human Resource Management & Development

Date: July 12, 2021

Subject: **CAREER OPPORTUNITY – INFORMATION & COMMUNICATION TECHNOLOGY DIVISION**

Applications are invited from suitably qualified candidates to fill the following position within the **INFORMATION & COMMUNICATION TECHNOLOGY DIVISION,** at the National Land Agency.

APPLICATION SUPPORT SPECIALIST
(VACANT)

Job Purpose

Under the general direction of the Systems Analyst, the Application Support Specialist is responsible for the improvement of internal processes through software implementation, diagnostic and maintenance strategies.

Key Outputs
- Objectives implemented
- Helpdesk cases monitored
- Helpdesk cases assigned
- End-users are informed of case progress and status
- Assigned cases are completed

Key Responsibilities:

Technical Responsibilities
- Resolves end-user problems or issues;
- Conducts software product research and development;
- Ensures the timely completion of reports and other documentation;
- Tests and evaluates new software systems;
- Maintenance and support of existing systems.
- Participates in the developing tactical plans that support agency-wide strategies for application integration and business data relationships
- Install application patches, releases and enhancements on development, test, disaster recovery and production systems

Other Responsibilities
- Keeps abreast of trends and developments in information technology and recommends their incorporation where appropriate
- Performs other related duties assigned from time to time by the Supervisor.

Performance Indicators
- Completion of cases within the established turnaround time
- Activity status reports are complete, accurate and submitted on time
- All technical and user documents are current
- Proper installation and maintenance of all application updates and patches
- Applications designed and developed are in keeping with established standards

- Maintenance of business process workflows
- End-users have confidence when using the applications
- Maintenance of user and technical manuals
- User issues and problems are dealt with quickly and satisfactorily
- Deployed systems are evaluated and tested

Required Competencies/Skills
The post-holder should be able to demonstrate:
- Excellent interpersonal and customer relationship skills
- Strong technical documentation, problem solving and analytical skills
- Good communication skills
- Good planning and organizing skills
- Ability to thrive in a team-based environment
- Ability to establish business requirements documents as well as testing plans and training plans and materials
- Software programming skills ideally in various languages
- Use of software development standards, structured development environments and methodologies
- Knowledge of service oriented architecture concepts, reporting tools and standard programming environments
- Working knowledge of Microsoft Office Tools
- Good understanding of business processes
- Excellent business modeling skills
- Ability to conduct structured interviews to gather process and system information

Minimum required Education and Experience
- Undergraduate degree in Computer Studies or equivalent qualification from a recognized tertiary institution
- At least two (2) years' experience developing and maintaining business applications across the system lifecycle
- Experience and knowledge of current reporting tools

Remuneration Package: **- Salary** Range: **$1,892,725.00 - $2,032,449.00 p.a.**

A letter of Application accompanied by a *Résumé* should be submitted no later than **July 23, 2021** to jobapplications@nla.gov.jm for the attention of:

The Director, Human Resource Management & Development
National Land Agency
8 Ardenne Road
Kingston 10

We appreciate all responses but only short-listed applicants will be contacted.