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.

QUALITY ASSURANCE ANALYST
(VACANT)

Job Purpose
Reporting to the Systems Analyst, the incumbent is required to improve internal processes through software implementation, diagnostic and maintenance strategies.

Key Outputs
- Reports developed
- Training delivered
- Application Testing facilitated
- Writing and testing of specifications developed
- Technical plans developed
- Procedural manuals developed

Key Responsibilities:
Management/Administrative Responsibilities
- Prepares reports
- Liaises with the technology team in respect of support and maintenance
- Coordinates the review of application version, patches and releases
- Assists with the design and delivery of technical training programmes

Technical /Professional Responsibilities
- Coordinates information systems projects from planning through to implementation
- Ensures the development and maintenance of manuals, procedures and other documentation required for the operations of the support team
- Assists in developing tactical plans that support agency-wide strategies for application integration and business data relationships
- Recommends commercially available information technologies or designs customized solutions to satisfy business needs
- Coordinates with business unit and technical staff on the defining, writing and testing of technical and functional specifications
- Coordinates the installation of application patches, releases and enhancements on development, test, disaster recovery and production systems
- Reviews existing procedures and updates as is necessary to improve the effectiveness the operations
- Develops documents and maintains procedures for production and quality control of system data

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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/Manager.

Performance Indicators
- Results are constantly assessed against objectives to ascertain weaknesses and strengths and strategies developed for improvement
- Policies are understood and followed by majority of staff
- Reports are complete, accurate and submitted on time
- Performance appraisals submitted as agreed with appropriate recommendation
- Staff are knowledgeable, competent and productive
- All technical and user documents are current
- Proper installation and maintenance of all application updates and patches
- Maintenance of business process workflows
- Maintenance of user and technical manuals
- User issues and problems are dealt with quickly and satisfactorily

Required Competencies/Skills
The post-holder will 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
  Working knowledge of client server concepts.

Minimum Required Qualifications 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

Remuneration Package: - Salary Range: **$1,753,001.00 - $1,892,725.00 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.