**MANAGER, INFORMATION SYSTEMS AND TECHNOLOGY (MIS/IT 6)**

The incumbent will be required to plan, direct and administer all information systems and technology development and maintenance and operation activities to support organizational needs. The incumbent will also be required to collaborate with the management team to align the Authority’s information technology with its strategic direction.

**Key Responsibilities:**

* Manages the processes and procedures towards the acquisition of relevant systems and technology to meet strategic needs of the PCOA
* Manages and deploys computers and other electronic equipment required for the day-to-day operations of the organization
* Establishes standards, controls and/or procedures to ensure that the Unit’s performance targets are met
* Participates in the development of the Strategic/Operational Plans for the PCOA
* Prepares the Unit’s Budget, Procurement Plan and Work Plan to ensure alignment with the Operational Plan;
* Maintains records, reports and files pertaining to activities of the Unit
* will provide for the IMS/IT needs of the Authority
* Plans and implements strategies that will ensure the achievement of the Authority’s goals and objectives
* Develops an Information Management Technology Framework in keeping with the framework of the Government of Jamaica
* Reviews information technology strategies of units within the PCOA to ensure adherence to policies, procedures, guidelines, standards and quality requirements laid down by the Authority
* Manages subscription for third-party software (e.g. Adobe, Microsoft 365 etc.)
* Provides strategic and technical consultations and advice on the development and execution of the IT systems and projects of the Authority
* Diagnoses, analyzes and resolves system problem in a timely manner;
* Monitors network capabilities and makes recommendations for improvement
* Works with vendors to resolve communications and system issues
* Diagnoses and repairs IT equipment
* Performs data backup and disaster recovery and ensures the functioning of software applications
* Plans and executes the selection, installation, configuration and testing of equipment;
* Participates in risk assessment and management exercises
* Ensures that training, research and development activities in the information technology area are pursued to enhance the knowledge base within the Authority
* Assists in the reproduction of statistical data
* Develops and manages the Authority’s IMS/IT budget in support of strategic objectives and institute corrective measures when budget is not being met
* Provides technical advice to the Members of the PCOA, Chief Executive Officer and staff
* Reports to the Chief Executive Officer on the progress of all information management systems activities in the Authority
* Participates in negotiations with suppliers as required
* Establishes standards, controls and/or procedures to ensure that the Information Technology security requirements of the Authority’s business and mission are met
* Ensures the routine maintenance of personal computers, laptops and peripherals.
* Manages support positions involved in systems administration and provides guidance on the resolution of problematic issues;
* Updates website content, including text, images and multimedia, ensuring that all information is accurate and up-to-date
* Works closely with other departments (design, development and marketing) to implement new features, design changes and updates the website.
* Ensures the website adheres to industry standards, legal requirements and accessibility guidelines (e.g. DPA compliance)
* Provide technical support and assistance to internal teams and external as needed
* Performs routine checks and fixes to maintain the website functionality and security
* Ensures that the appropriate communication and knowledge management systems are in place, within the unit, and with external departments, to facilitate the sharing of relevant information in an accurate and timely manner
* Ensures the effective and efficient utilization of the Unit’s resources and ensure that the necessary resources are available to complete all activities

**Required knowledge, Skills and Competencies**

* Sound knowledge of networking and operating systems
* Strong interpersonal skills
* Strong Oral and Written Communications skills
* Excellent Customer and Quality Focus Skills
* Excellent Analytical skills
* Ability to write programmes
* Ability to work under pressure
* Good knowledge of current technological trends

**Minimum Required Qualification and Experience**

* Bachelor’s Degree in Computer Science or Information Technology
* Minimum three (3) years’ as Systems Administrator
* Minimum three (3) years’ experience in network and server installation, maintenance and management
* At least two (2) years managerial or supervisory experience
* Thorough knowledge of Windows and Unix Architecture
* Working Knowledge of Website maintenance
* Experience in social network and strategies would be an asset

Applications accompanied by resumes should be submitted no later than **Friday, January 3, 2025 to:**

**Director, Human Resource Management and Administration**

**Police (Civilian Oversight) Authority**

**5A West Avenue, Kingston Gardens**

**Kingston 4**

**Email: info@pcoa.gov.jm**