



**JOB DESCRIPTION**

|                         |   |
|-------------------------|---|
| <b>POST TITLE</b>       | <b>Infrastructure and Information Specialist</b>              |
| <b>POST GRADE</b>       | <b>MIS/IT 6</b>   |
| <b>POST NUMBER</b>      | <b>307113</b>   |
| <b>DIVISION/UNIT</b>    | <b>Information Technology and Business Services</b>           |
| <b>REPORTS TO</b>       | <b>Director, Information Technology and Business Services</b> |
| <b>DIRECT REPORT(S)</b> | <b>None</b>   |

**Contract – Infrastructure and Information Specialist (MIS/IT 6) (Band 9) – Vacant**

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

|                                       |                      |
|---------------------------------------|----------------------|
| _____<br><b>Employee</b>              | _____<br><b>Date</b> |
| _____<br><b>Supervisor</b>            | _____<br><b>Date</b> |
| _____<br><b>Head of Division/Unit</b> | _____<br><b>Date</b> |
| _____<br><b>Date created/revised</b>  | _____                |

## **JOB PURPOSE:**

Reporting to the Director, Information Technology, the Infrastructure, and Information Specialist is responsible for the effective operations of the Management Information System of the Ministry. The Infrastructure, and Information Specialist must maintain an effective, secure, healthy and up to-date system by reviewing the technological environment, giving advice and making appropriate recommendations for the proper maintenance of the equipment and further development of the system.

## **KEY OUTPUTS**

- Hardware and software acquired
- Network systems managed and maintained
- Repairs of networking equipment
- Database managed and maintained
- Technical support to database users provided

## **PERFORMANCE CRITERIA**

## **JOB RESPONSIBILITIES**

### ***Management/Administrative:***

- Collaborates with hardware/software suppliers;
- Attends meetings and events;
- Assists in the implementation of ICT related projects;
- Co-ordinates technical arrangements in support of all ICT functions carried out by the Unit;
- Manages the allocation of resources to effectively satisfy the information processing requirements of the Authority;
- Assists with the training and development of staff;
- Researches, evaluates and provides feedback on problems relating to the network infrastructure;
- Resolves hardware/software interface and interoperability problems;
- Maintains systems configuration;
- Designs and implements SAN (Storage Area Network) infrastructure and consolidating
- Plan and directs the implementation of network infrastructure projects
- Maintains record of requests for action;
- Evaluates the Authority's network systems against established industry benchmarks for performance, security, stability etc.
- Re-assigns equipment as necessary;
- Arranges for maintenance and repairs to networking equipment;
- Keeps meticulous records of all network upgrades, maintenance and inventory
- Performs related work as assigned.

**Databases:**

- Analyzes and defines data requirements and specifications;
- Designs, creates and manages databases, spreadsheets, forms etc. for divisions within the Authority;
- Provides technical support to database users.

**Internet/ Networking:**

- Resolves email and internet problems internally and with service providers;
- Diagnoses and resolves problems in response to reported incidents;
- Ensures the smooth and continuous operations of the Authority's network;
- Manages accounts, network rights and access to systems and equipment;
- Ensures that users are aware of standard network practices and computer etiquette.

**JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)**

- Recommend management information systems and suppliers
- Grant or deny access to selected data
- Grant or deny access to network
- The organization is directly affected by the performance of networks

**KEY COMPETENCIES****Required knowledge, Skills and Competencies**

- Knowledge of network infrastructure and operating systems
- Ability to perform typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCP/IP, DHCP and IIS support functions
- Ability to install, configure and troubleshoot Windows 2008/2012/2016 Servers and active directory
- Knowledge and expertise to formulate, develop implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis
- Knowledge of in-house platforms such as Windows 2008/2012/2016 Server, Exchange 2010/2013/2016 Server, Microsoft Forefront Threat Management Gateway (Forefront TMG) and McAfee Antivirus Corporate Edition
- Expertise with network monitoring and analysis tools
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Knowledge of current technological development tools especially in the areas of database management
- Good interpersonal relationship building
- Excellent analytical skills

**QUALIFICATION & EXPERIENCE REQUIREMENTS**

- Bachelor's Degree in Computer Science, Information Systems or equivalent;  
At least five (5) years working experience in an IT development environment;
- Professional certification (MCSA, CCNA) is highly desirable.

**Special Condition Associated with the Job**

- Will be required to work long hours, after hours and on weekends and public holidays when the need arises.

**Salary range \$5,198,035.00 to \$6,990,779.00 per annum**

Applications should be submitted no later than **Friday, November 29, 2024**  
to:

**Please indicate the position being applied for in the Subject Line**

**THE DIRECTOR HUMAN RESOURCE  
MANAGEMENT AND DEVELOPMENT  
CANNABIS LICENSING AUTHORITY  
4TH FLOOR, PAN JAM BUILDING, 60 KNUTSFORD BOULEVARD,  
KINGSTON 5  
EMAIL: [VACANCIES@CLA.ORG.JM](mailto:VACANCIES@CLA.ORG.JM)**

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