



The Cannabis Licensing Authority (CLA), an agency of the Ministry of Industry, Investment and Commerce, was established in 2015, under the Dangerous Drug Amendment Act, (DDA) with a specific role to establish and regulate Jamaica's legal ganja and hemp industry invites applications for the position of:

**Contract – Director, Information Technology & Business Services (MIS/IT 7) (Band 10)  
Vacant**

**JOB PURPOSE:**

Under the general direction of the Director, Corporate Services, the Director, Information Technology (IT) and Business Services manages the day-to-day operations and maintenance of IT-enabled business support services and all information assets across the Cannabis Licensing Authority (CLA). The Director, Information Technology and Business Services facilitates the provision of electronic information systems/applications to enable improved efficiency and productivity of the divisions/departments using appropriate information processing technologies and business services in the most cost-effective manner.

**KEY OUTPUT:**

- Strategic IT and Business Services Plan for the Authority developed and implemented
- Business continuity and risk management frameworks developed, revised and executed
- Policy, standards and procedures for IT and business services developed, implemented and revised
- Core business support services managed and in place
- Website and electronic communication mechanisms and support processes managed and monitored
- Secure, reliable and efficient corporate-wide network and shared IT systems and services in place
- Internal and external relationships managed
- Client satisfaction and service delivery maintained
- Competent staff retained and managed
- Staff and organizational performance improved continuously
- Return on investments achieved and expenditure kept within budget

**RESPONSIBILITIES:**

**Information Technology and Business Services**

- Collaborate with senior leadership to develop, maintain and upgrade appropriate information technology (IT) systems in accordance with Authority needs that ensure that effective arrangements are in place to satisfy information and telecommunications requirements for the Authority and its departments in a time-sensitive, responsive, and cost-effective manner (with particular emphasis on data communication).
- Establish business continuity and recovery policy for IT and business service tools, resources and management that provide guidelines for common situations and a framework by which the Authority can cope with exceptional circumstances/emergencies/disasters.
- Review IT and business service strategies of Authority departments to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Authority that will improve the CLA's ability to manage through the effective use of proven management approaches and techniques, and available technological tools.
- work with corporate management to determine and plan for future IT and communications hardware, software and security requirements that will integrate existing

and proposed information systems into a corporate-wide management information system, making judicious use of proprietary software and taking full advantage of decision support technologies.

- Develop, implement, monitor and improve IT and business services mechanisms, systems and processes that drive improvements in the efficiency, effectiveness and quality of service delivery across the Authority.
- Advance and implement appropriate standards and procedures necessary to create the proper framework for IT and business services development and maintenance, network configurations, and effective interaction with end-users.
- Manage core IT and business services that support business operations, and work with line directors/managers (including licences, enforcement, finance, HR, legal, administration, office services and communications) to troubleshoot problems, develop solutions and resolve issues to safeguard excellent standards of IT and business support delivery.
- Actively engage, and collaborate with, government entities, private sector organisations, suppliers, vendors and industry groups to ensure that business and customer objectives provide input used to define the IT/business service management approach that will optimise outcomes for the Authority and its clients through IT and business services support.
- Collaborate with line directors/managers to implement appropriate electronic records and information management systems that will support and secure the work of respective departments and the Authority.
- Ensure compliance with all licensing requirements and other regulatory stipulations for government IT and cyberspace activities for the Authority.
- Emphasize data communications in the design of future information systems, supporting more effective approaches to verbal and written communications, and that will link the Authority to other entities as may be required.

### **Procurement, Contracts and Project Management**

- Plan, advance and secure approval for procurement plan and budget for IT and business services, detailing proposed consultancies, service contracts, etc., that will support operations for the year and/or other specified periods that will enable the continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Authority.
- Acquire/Procure IT and business service systems, tools and other resources in accordance with the requirements of Authority departments, and engage in contract management and related negotiations with suppliers, vendors, service providers and consultancies as necessary or required to achieve this.
- Select and effectively apply project management tools and control techniques to all projects to manage projects within agreed cost, time and quality parameters.
- Oversee and coordinate the integration of office automation equipment and applications into the Authority's computer network and future information systems designs.

### **Quality Management**

- Ensure the quality and effectiveness of all projects undertaken by the Unit and keep up-to-date with IT and business services best practices and trends, and advise the Director of Corporate Services where adoption will add value to the current services delivered.
- Develop and implement a regular quality review and improvement process for the Authority in accordance with relevant standards.
- Regularly seek and respond to feedback and suggestions for improvement from the Board, the Authority's Management Team, staff and external stakeholders on operational systems and processes to inform IT and business services development.
- Ensure that issues and/or concerns of divisions/units are managed and/or escalated to the appropriate level within Corporate Services Division.
- Promote ergonomically sound working space for all personnel who work with computer equipment.
- Manage the development and roll-out of end-user training based on the needs identified for Authority officers and ensure appropriate action is taken to raise and maintain their

skills that will aid in sustaining a high standard of agility and productive use of the various systems and tools.

### **Promote professional external relationships**

- Maintain and develop positive strategic relationships with internal and external stakeholders.
- Work proactively to resolve internal grievances and external complaints, concerns or conflict in a positive manner.
- Engage in the development, nurture and maintenance of effective working relationships with internal and external stakeholders to identify changes and new industry developments which can impact Authority operations and goals to inform IT and business services development in the short, medium and long-term.

### **Contribute positively to CLA's organisational culture**

- Work in partnership with all members of staff to provide strong, accountable leadership, clearly articulating our values and standards
- Promote and model Authority Code of Conduct, values and professional standards to all staff, clients, partners and external stakeholders.
- Adhere to policies and procedures and management directives, and ensure that issues and/or concerns of departments/units are managed and/or escalated to the appropriate level within Corporate Services and Administration.

## **MANAGEMENT AND ADMINISTRATION**

- Communicate and collaborate effectively through appropriate mechanisms with other Directors/Managers and department staff in order to ensure a corporate approach to the delivery of IT and Business Services across the Authority and provide a secure, reliable and efficient computer system environment.
- Initiate, plan and implement strategies for the provision and management of IT and business services to support and drive Authority management and technical operations that will ensure the achievement of the Authority's IT and business services objectives and goals.
- Ensure the provision of technical assistance in all areas to end users by sustaining sufficient operational capability to achieve acceptable response times, especially during peak periods, and to minimise down times to an acceptable level.
- Develop and manage the IT and business services budget, and institute corrective measures when budget is not being met, including signing off on invoices and quotes, escalate out of budgets items to the Director of Corporate Services for approval, and, ensure that the team obtains all necessary tools and equipment to effectively execute their duties.
- Manage and coordinate the Unit reporting in keeping with required timelines and/or as directed.

## **PEOPLE MANAGEMENT/LEADERSHIP**

- Lead and manage the resources of the IT and Business Services Unit and all Unit activities to ensure the effective and efficient utilisation of all tools, resources, and personnel that will ensure that the Unit has the resources or access to resources to complete all projects.
- Mentor, coach and lead direct reports and maintain a high morale among Unit officers by providing regular performance feedback; agreeing development paths; conducting formal and informal reviews; and, demonstrating the highest standards of ethical conduct.
- Execute people management for direct reports including reviewing and submitting for approval recommendations for hiring, developing and training, leave grants, rewarding, transferring, promoting, appraising and terminating Unit staff.
- Monitor the strict adherence to governance and high standards of professionalism of direct reports as per Authority Accountability, Standards and Code of Conduct policies.

### **Other Duties**

- Execute other duties that can reasonably be expected of the position as may be required

### **REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES:**

- Sound knowledge and understanding of IT and business service management, project management, government procurement and general management.
- Sound knowledge of and demonstrated experience in developing and implementing effective operational systems and procedures, as well as providing operational support to a multifunctional organisation in a complex, high expectation and high-volume environment.
- Sound knowledge and understanding of government machinery, systems management and performance monitoring for regulatory bodies in Jamaica. Experience in managing licensing authorities would be advantageous.
- Sound knowledge and understating of government procurement and contract management, as well as experience in developing and monitoring programme and/or project budgets while effectively managing contracts to achieve value for money
- Working knowledge and understanding of legislation and regulatory frameworks governing CLA management and operations, as well as an appreciation of issues and trends concerning medical marijuana and hemp industries
- Excellent communication and stakeholder management skills – ability to communicate key messages across complex issues clearly and persuasively to diverse publics and at all levels within and without the Public Sector in writing and in person and under pressure
- Strong client, achievement and results orientation and the ability to identify and incorporate the interests and needs of customers in IT and business process design
- Strong conceptual, lateral and analytical thinking, with the ability to solve information and communications technology issues/problems strategically
- Ability to:
  - Develop and review policies and procedures, and, write and present proposals and technical documents
  - Identify and analyse trends, review data and evaluate business options to ensure business case models are sound, manageable and viable
  - Lead, motivate and develop staff to achieve results
  - Innovate, to recognise challenges, analyse problems and apply effective solutions
  - Lead projects and influences change within the organisation
  - Manage relationships well with key stakeholders, vendors, supplies and other organisations that create long term networking benefits
  - Understand wider organisational and business needs and provide IT and business service solutions to help meet them, as well as wider supply IT systems development, implementation and on-going maintenance
  - Think strategically without losing touch with day-to-day service delivery
  - High personal energy and resilience
  - Demonstrable confidentiality, diplomacy, discretion and integrity at all times

### **MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE:**

- Post-graduate degree in management information systems, information technology, business administration or equivalent qualification.
- Seven (7) years' work experience, with at least five (5) in a management position.
- Practical experience in the implementation of at least three (3) major computerized systems; delivering demonstrably high-quality services against challenging performance targets; managing and working through others to achieve outcomes; and, managing large budgets
- Experience in government organisations, particularly in a regulatory or monitoring capacity, would be an asset.

**Salary range \$6,333,301 to \$8,517,586 per annum.**

Applications should be submitted no later than **Monday, December 1, 2025** 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.GOV.JM](mailto:VACANCIES@CLA.GOV.JM)**

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