



## Ministry of National Security

### CAREER OPPORTUNITY

The Ministry of National Security invites applications from suitably qualified candidates to fill the post of:

#### **TICKETING SYSTEM TRANSFORMATION MANAGER (GMG/SEG 2) - CONTRACT**

##### **MAJOR TECHNOLOGY TRANSFORMATION BRANCH**

**SALARY SCALE: \$2,104,355.00 – \$2,501,416.00**

**TRAVELLING ALLOWANCE: \$894,924.00 Per Annum with Motor Vehicle;  
\$362,472.00 Per Annum without Motor Vehicle:**

#### **JOB PURPOSE:**

The incumbent will be responsible for the management of the TTMS Transformation Team, leading the development of the TTMS enhancements and conducting the reviews of the Traffic Ticketing stakeholder processes and Traffic Ticket Management System island-wide.

**The duties and responsibilities include but are not limited to the following:**

#### **KEY RESPONSIBILITIES:**

##### **To provide leadership and oversight of the Ticketing System Specialists/TTMS Transformation:**

- Develops and manages strategies and programmes for the transformation of the ticketing systems and processes;
- Prepares and submits activity progress reports with recommendations as necessary;
- Initiates and conceptualizes new projects and collaborates with the Major Technology Transformation Branch and other units to facilitate the improvement of ticketing processes and systems;
- Ensures all required processes, guidelines, systems and controls are established to enable the monitoring and assessment of project implementation;
- Manages the performance of the team including transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff and arranging training to improve deliverables.

##### **To monitor the use of the Ticketing system (s) by all stakeholders to ensure accuracy of the data entered, proper functioning of the system and adherence to agreed service levels by all users:**

- Monitors the daily operations of Traffic Ticketing to ensure goals and objectives are met;
- Liaise with JCF data entry teams, Court Staff, Island Traffic Authority and eGov Jamaica to ensure that systems, connectivity and equipment at all operating locations are functioning properly;
- Assesses JCF data entry facilities determining suitability of the space and recommends corrective steps where necessary;
- Engages eGov Jamaica to ensure that preventative maintenance of the various ticketing solutions and databases is conducted.

##### **To conduct analyses of the related business and operational procedures to identify gaps and make recommendations for corrective actions and system enhancements:**

- Review the business processes and procedures employed by the JCF in the management of printed ticket books and the subsequent data entry activities and make recommendations for improvements where necessary;
- Continuously review the business and system processes in the electronic ticketing solutions to ensure seamless operation and expanded use.
- Recommend process changes required to support any amendments or newly introduced legislation that impacts the ticketing process;
- Attend stakeholder engagements and consultations to provide technical information as required.

##### **To provide technical advice and support on matters pertaining to the operations and improvements of the Ticketing Systems:**

- Manages Ticketing System upgrades and facilitates training of staff to ensure smooth transitioning;
- Conduct site visits at Traffic Courts, JCF data entry facilities, Tax Administration and Island Traffic Authority offices as required to conduct training and/or provide technical support;
- Provide technical expertise to guide stakeholders as they increase their use of the Ticketing system.

**To document the functional requirements for enhanced ticketing capabilities such as electronic ticketing improvements, video enforcement and general ticketing areas such as DRMA, Fisheries Act, etc. for onward submission to eGov or other developers:**

- Document software requirements for new ticketing features and enhancements;
- Makes recommendations for new reports and/or any report modifications required for TTMS;
- Participate in the pre-lease testing of new system features and upgrades to ensure proper functionality;
- Liaise with eGov to determine the feasibility of system changes requested by various ticketing stakeholders;
- Conducts quality assurance reviews and approves Ticketing system application releases for production use.

**MINIMUM QUALIFICATION AND EXPERIENCE:**

- BSc. in Information Technology, Network/Database Management, Software Engineering or any related field from a recognized institution;
- Certificate in Management/Supervisory Training;
- Experience in conducting training sessions and workshops;
- At least three (3) years' experience working with Management Information Systems.

**SPECIFIC KNOWLEDGE & SKILLS:**

- Knowledge related to business process management and re-engineering/ optimization;
- Working knowledge of data entry and customer service end/user operations/engagement;
- Proficient in the use of Management Information Systems;
- Knowledge of Network Systems Management/Software development;
- Working knowledge of Microsoft Office and Outlook;
- Ability to multitask and work in a fast-paced environment with competing priorities;
- Excellent problem-solving skills;
- Effective communication and interpersonal skills with the ability to communicate effectively at any level;
- Ability to troubleshoot and identify critical issues quickly and accurately;
- Ability to assess and evaluate situations quickly and effectively;
- Ability to quickly build and maintain productive relationships with high-level Government officials and other key stakeholders, including those in the donor community and private sector;
- High level of self-motivation and an ability to work with a high level of initiative and limited supervision, in high-pressure situations.

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:**

- Critical deadlines for completion of tasks;
- May be required to work beyond the normal working hours;
- May be required to work on weekends and public holidays;
- Island-wide travel required;
- Access confidential information within the scope of authority.

Interested persons should forward their applications and résumés **NO LATER THAN Friday, July 8, 2022** to the: -

Director, Human Resource Management and Administration  
Human Resource Management and Administration Branch  
Ministry of National Security  
4<sup>th</sup> Floor NCB North Tower  
2 Oxford Road  
Kingston 5  
Email: [jobopp@mns.gov.jm](mailto:jobopp@mns.gov.jm)

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**We thank all applicants for their interest in this career opportunity. However, please note, only short-listed candidates will be contacted**