



## Office of the Services Commissions

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### **CIRCULAR No. 15** **OSC Ref. C.6567<sup>13</sup>**

20<sup>th</sup> January, 2026

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the **vacant** following posts in the **Ministry of National Security and Peace**:

1. **System Support Specialist (MIS/IT 6) (2 posts) – Major Technology Transformation Branch**, salary range \$5,198,035 – \$6,990,779 per annum.
2. **Project Co-ordinator, Security Strengthening Technologies and Innovations (GMG/SEG 2) (Temporary post) – Major Technology Transformation Branch**, salary range \$4,266,270 – \$5,737,658 per annum.

#### 1. **System Support Specialist (MIS/IT 6)**

##### **Job Purpose**

The System Support Specialist is responsible for the tier-1 maintenance of the surveillance system (hardware and software) of the National Surveillance (Jamaica Eye) Programme, as well as to provide advice on critical issues/ gaps identified.

##### **Key Responsibilities**

1. **To provide high level technical advice and support on matters pertaining to the maintenance of the equipment associated with the National Surveillance System (Jamaica Eye):**
  - Develops Preventative Maintenance Master Plan for CCTV Systems.
  - Liaises with CCTV Monitoring Centres island-wide to ensure that all cameras are working properly, and external communication with relevant Agencies on CCTV matters;
  - Ensures that CCTV Control Room is managed and that technical equipment there and elsewhere are properly maintained;
  - Checks the status of the camera and network infrastructure daily;
  - Solves any problems that surfaces during monitoring of CCTV equipment;
  - Implements any required modification (add/remove/disable equipment);
  - Stores manuals and technical data sheet for assets related to CCTV systems safely;
  - Reports the results of preventative maintenance and corrective maintenance processes to the Project Manager and any unsolved problems related to the CCTV Systems;
  - Monitors and troubleshoots video management software and other software applications deployed for CCTV surveillance support;
  - Performs routine CCTV maintenance services according to the Preventative Maintenance Master Plan;
  - Trains CCTV Operators on its functions and provide manuals and procedures when needed;
  - Installs all client desktops and ensure CCTV programme is running well;
  - Ensures there is appropriate 24/7 emergency response to CCTV failures;
  - Assigns and supervises the necessary external vendors/ technicians to implement corrective maintenance actions, where relevant;
  - Follows up the corrective maintenance until the problems are solved.
  - Records any remarks during the corrective maintenance process and ensures that all assigned tasks in the Corrective Maintenance Work Order (CMWO) are done properly;
  - Tests the asset(s)/component(s) after finishing the corrective maintenance work to ensure it is working properly.

**2. To provide technical expertise at stakeholder engagements and manage the integration of public facing private CCTV cameras feeds in the National Surveillance System (Jamaica Eye):**

- Provides technical specification and guidance to provide partners desirous of connecting their CCTV systems to the National Surveillance System;
- Troubleshoots private partner connections and advises Project Manager of any issues requiring resolution;
- Participates in stakeholder engagements and consultations to provide technical information;
- Liaises with Internet Service Providers, where technical issues preventing private connections are within their purview.

**3. To provide technical assessments and scoping to support CCTV Network expansion:**

- Conducts visits at proposed network expansion locations;
- Provides technical expertise to inform development of network expansion estimates and estimated bill of materials;
- Provides technical input to the creation of network design drawings and technical specifications of system expansion.
- Performs any other related duties assigned.

**Required Knowledge, Skills and Competencies**

- Expert in testing, troubleshooting and inspection of CCTV, security system and computing infrastructure (UPS, server racks, etc.);
- Advanced Knowledge of CCTV System installation and configuration
- Knowledge of video management software;
- Broad knowledge of the following technologies: CCTV IP video, Intelligent Video, video storage & archiving, command/control display technologies and general security system principles and practices;
- Working knowledge of technical infrastructure and networking technologies to include UPS, switches, firewalls, fiber optics, WAN, LAN and video transmission on IP networks;
- Familiarity with a wide range of tasks and technologies related to computing systems, to include cable management, hardware and software maintenance and software configuration;
- Working knowledge of system administration tasks (user administration, back-ups, etc.);
- Ability to multitask and work in a fast paced environment with competing priorities;
- Ability to troubleshoot and identify critical issues quickly and accurately;
- Willingness and ability to work flexibly and diligently;
- Ability to quickly build and maintain productive relationships with high-level Government officials and others 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.

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Computer Networking, Information Technology, Telecommunications Engineering or related field of study;
- CCTV certification would be an asset;
- Five (5) years' experience in networking, information technology or related field;
- Experience installing and maintaining CCTV hardware and software systems to include video cameras, audio surveillance equipment and video walls;
- Demonstrable practical experience with implementation of CCTV Systems;
- Demonstrate experience in the design an application of IT/security solutions/techniques in a commercial and/ or law enforcement environment;
- Experience in design and implementation of large scale integrated security systems and complex projects.

## **2. Project Co-ordinator, Security Strengthening Technologies and Innovations (GMG/SEG 2)**

### **Job Purpose**

The Project Co-ordinator, Security Strengthening Technologies and Innovations is responsible for supporting the Director, Security Strengthening Technologies and Innovations in the management of activities under the Security Strengthening Project as they transition to the Major Technology Transformation Branch within the Ministry of National Security. The role focuses on providing administrative and co-ordination support to ensure that project activities are completed in alignment with the Ministry's strategic objectives.

### **Key Responsibilities**

- Assists in identifying all work packages and deliverables needed to achieve planned outputs;
- Assists in developing detailed project schedules, outlining roles and timelines for the planning period;
- Assists in finalizing schedules with all responsible parties and securing their commitment to activities and timelines;
- Engages with stakeholders to confirm accountability and responsibility for deliverables and activities;
- Shares agreed schedules with the team, highlighting areas of responsibility;
- Maintains an up-to-date action item and issues log; ensures timely follow-through on all open items;
- Shares the upcoming scheduled activities, highlight any delays, and flag those requiring special attention;
- Follows up on all activities and deliverables, identifying and addressing constraints, challenges, or risks;
- Updates the project schedule to reflect completed and ongoing activities; identifies at-risk activities and assists in resolving roadblocks;
- Compiles monthly achievements, issues, risks, and constraints for project status reporting;
- Assists in developing game plans for short-term objectives and deliverables;
- Contributes to the preparation of reports for key stakeholders;
- Researches and sources a range of information, as required, relevant to the conduct of the Ministry's and/or project activities;
- Prepares and provides regular initiative/project updates (on status/impact/issues) to the Director and relevant stakeholders;
- Develops and maintains information management systems related to the development and implementation of a monitoring and evaluation system for initiatives/projects, to ensure alignment with the Ministry's objectives;
- Provides administrative support to team members to assist them in planning and executing their responsibilities;
- Manages and maintains the project management software in use;
- Participates in stakeholders' meetings and workshops.
- Performs any other related duties assigned.

### **Required Knowledge, Skills and Competencies**

- General knowledge and good understanding of ICT;
- Ability to manage remote meetings and working sessions;
- Ability to work with a wide variety of stakeholders from various disciplines, organizations, and cultures;
- Competence in managing stakeholder, client, and supplier relationships;
- Proficiency in MS Office Suite, particularly MS Project;
- Excellent communication skills, particularly in reading, writing, speaking, listening, and knowledge sharing;
- Ability to work effectively within multidisciplinary teams;
- Good organizational, analytical, team-building, and negotiation (including conflict resolution) skills;
- Proficiency in public speaking and presentation skills.

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Business/Public Administration or another relevant discipline.
- Exposure to project management for development would be an asset;
- At least five (3) years of experience supporting or coordinating large complex projects;
- Experience in multilateral-funded projects would be a distinct advantage;
- Demonstrated experience in project scheduling, monitoring, and administrative support.

Applications accompanied by résumés should be submitted **no later than Monday, 2<sup>nd</sup> February, 2026 to:**

**Director, Human Resource Management and Administration  
Human Resource Management and Administration Branch  
Ministry of National Security and Peace  
4<sup>th</sup> Floor North Tower  
2 Oxford Road  
Kingston 5**

Email: [jobopp@mns.gov.jm](mailto:jobopp@mns.gov.jm)

Please note that only shortlisted applicants will be contacted.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**



**M. Greene (Mrs.)  
for Chief Personnel Officer (acting)**