



CIRCULAR MEMORANDUM

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FROM: Chief Executive Officer, Ministry of the Public Service, Constitutional and Political Reform and Religious Affairs

TO: Office of the Governor General, Chief Justice, Auditor General, Solicitor General, Financial Secretary, Cabinet Secretary, Chief Executive Officers and Heads of Department

**SUBJECT: VACANCY NOTICE – INFORMATION TECHNOLOGY
MANAGER, SYSTEM ADMINISTRATOR I, SOFTWARE
DEVELOPER II AND IT TECHNICIAN I, CUSTOMS AND
EXCISE DEPARTMENT, MINISTRY OF FINANCE**

DATE: 6th November 2023

Applications are invited from suitably qualified persons to fill the following vacant positions within the Customs and Excise Department, Ministry of Finance:

- One (1) post - Information Technology Manager
- One (1) post - System Administrator I
- One (1) post - Software Developer II
- One (1) post – IT Technician I

INFORMATION TECHNOLOGY MANAGER

1. Purpose of Position:

To manage, develop, and secure the Customs and Excise Department's network and software in accordance with the department's strategic goals, and objectives. In addition, to oversee all technical aspects of the CED software development, network security, and web-based operations, as well as providing technical assistance to the computers, and management on application and management system concerns.

2. Analysis of Position

I. Essential Duties and Responsibilities:

To assist the Customs & Excise Department:

Managerial and Administrative duties

- The development, implementation, and alignment of IT regulations and plans with strategic goals.
- **Supervision of the IT staff** (Provides leadership, support, and guidance to personnel to enable the section's effective management).

- Mentoring and training of new ICT support staff. (Establish human resources collaboratively with the Administrative Officer to successfully address staff training and succession planning).
- Conducts performance evaluations and recommends suitable staff training and development needs.
- Proactively identify and develop new and innovative ways of disseminating information to clients. (Build and maintain effective working relationships with all essential stakeholders, both internal and external, to ensure that the section provides optimal service.
- Plans and coordinates meetings to report to Comptroller of Customs on the implementation and progress of technological plans projects.

Technical & Professional Duties

- Data management and storage policies designed and implemented.
- Ensure the security of data from internal and external attacks. (Information technology system integrity and security maintained).
- Review and manage information processes and resolve gaps or weaknesses. (Determine the department's Technological demands and develop plans to address those needs).
- **Oversee the Customs Asycuda System (hardware and software)** provide technical support for the development of information databases and resources. (Manages the development and maintenance of Customs ASYCUDA application system and hardware and provides technical support to all users).
- **Maintain IT logs** (Maintain network diagram infrastructure, security and applications logs).
- **Ensure that IT logs service continuity plan is developed, implemented, tested, and maintained.** Keep current with latest technologies (staff Proficiency in information technology and operating systems is developed and improved).
- Plan and conduct software and hardware audits.
- Maintain hardware and software inventories.
- Analyze complex application problems and provide workable solutions.
- Provide documents for all ICT projects and initiatives. Spearheaded all operation plans and projects to ensure all activities. Resources and contingencies are considered.
- Scheduling of upgrades and security backups of hardware and software systems. (Create and maintain effective policies for upgrades and security backups for both hardware and software systems to aid in disaster recovery or otherwise).
- Any other related duties assigned from time to time.

II. **Requirements:**

a. **Qualifications:**

Essential:

- i. Bachelor's degree from an accredited college or university in Computer Science, Management Information Systems, Information Systems Management or closely related field
- ii. Have held a management position in Computer Science, Management Information Systems, Information Systems Management or closely related field for five (5) years.

Desirable:

- i. Master's Degree in Computer Science, Management Information Systems, Information Systems Management or closely related field with a minimum of five (5) years experience information.

b. **Experience:**

- i. At least five (5) years experience in Information Technology
- ii. Experience involving systems analysis activities

- iii. Experience with systems design and development from business requirements analysis through to day-to-day management

c. Competence/Skills:

Technical:

- i. Proven track record of driving and defining complex information technology strategy.
- ii. Experience in managing multiple information technology disciplines i.e. software development, technical support, systems architecture etc.
- iii. A broad understanding of computer systems applications and operating systems.
- iv. In-Depth experience of negotiating with and managing third parties.
- v. Thorough knowledge of networking topologies, protocols, security, development and administration.
- vi. Thorough knowledge of large scale-client-server application deployment.
- vii. Knowledge of data management and disaster recovery methods.

Behavioral:

- i. Strong leadership skills
- ii. Excellent written, oral and interpersonal communication skills
- iii. Ability to present ideas in business-friendly and user-friendly language.
- iv. Highly self-motivated, self-directed and attentive to detail.
- v. Ability to effectively prioritize and execute tasks in high-pressure environment.
- vi. Extensive experience working in a team-oriented, collaborative environment.

d. Working Conditions:

- i. Available to work on weekends and holidays as required.
- ii. The above indicates the general nature and level of work performed by the incumbent. It is not designed to contain, nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the incumbent.

3. Reporting Responsibility:

The Information Technology Manager will report to the Comptroller of Customs.

4. Supervisory Responsibility:

(Number of persons supervised and their respective positions):

- Database Administrator II
- Network Administrator I
- Functional Officer
- Software Developer I
- Systems Administrator I and II
- IT Technician I

5. Salary

Government Payscale 23 of \$40,615 x 1,644 - \$71,851 per annum.

SYSTEM ADMINISTRATOR I

1. Purpose of Position:

The System Administrator's primary responsibility is for effective provisioning, installation/configuration, operation, and maintenance of systems hardware, software and related infrastructure.

To participate in technical research and development to enable continuing innovation within the infrastructure: to ensure that the system hardware, operating systems, software systems, and related procedures adhere to the department's values. enabling staff, strategic partners. In addition, assist the national project Team with technical issues involved in the initiation, planning, execution and post-project implementation phases of the ASYCUDA World Project which includes defining needs, benefits, technical strategy, research and development within the project life cycle; technical analysis and design; support of operation staff in planning, piloting, testing. execution and rolling out the various solutions. Lastly, be accountable for the administration of the Oracle, Linux, Windows and all other systems which support the AW infrastructure.

2. Analysis of Position

I. Essential Duties and Responsibilities:

To assist the Customs & Excise Department in:

Technical & Professional duties:

Engineering and Provisioning

- Engineering of all related solutions for various project and operational needs.
- Installation of new/ rebuild existing servers and configuration of hardware, peripherals, services, settings, directories, storage. etc. in accordance with departmental and governmental standards and project/operational requirements.
- Installation and configuration of all other departmental systems which augment and/support the AW infrastructure applications or customs systems applications.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative and. where possible, automated approaches for system administration tasks. Identify approaches that leverage the department's resources and provide economics of scale.

Operations and Support

- Perform daily system monitoring, verifying the integrity, stability, security and availability of all hardware, server resources, systems and key processes, reviewing system and applications logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off-site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Provide Tier III/ other support per request from various internal and external client users. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failure. Coordinate and communicate with impacted internal and external client users.

Maintenance

- Apply OS patches and upgrade on regular basis and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that supports AW infrastructure applications or any other departmental applications as per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

- Maintain data center environmental and monitoring equipment.
- Any other job assigned from time to time.

II. Requirements:

a. Qualifications:

Essential:

- I. Bachelor's degree in computer science or information technology or closely related field with five (5) years' experience.
- Or**
- II. Bachelor's Degree and Systems Administration Certifications (Microsoft, Unix or Linux) and five (5) years of system administration experience.

b. Competencies/Skills:

Technical:

- i. Hands on experience troubleshooting hardware/software.
- ii. Knowledge of technical environment and network topologies.
- iii. Knowledge of Windows operating systems and servers.
- iv. Experience in installing network cables and patching.
- v. Knowledge of security protocols
- vi. Some knowledge of systems analysis principles
- vii. Disaster recovery methods
- viii. A broad understanding of computer systems, applications, and operating systems.

Behavioral:

- i. Strong leadership skills.
- ii. Excellent written, oral, and interpersonal communication skills.
- iii. Ability to present ideas in business-friendly and user-friendly language.
- iv. Highly self-motivated, self-directed, and attentive to detail.
- v. Ability to effectively prioritize and execute tasks in high pressure environment.
- vi. Extensive experience working in a team-oriented, collaborative environment.
- vii. Ethical skills

c. Working conditions:

Available to work on weekends and holidays as required.

3. Reporting Responsibility:

The System Administrator I will report to the Information Technology Manager

4. Salary

Government Pay scale 21 of \$38,106 x 1,644 - \$69,342 per annum.

SOFTWARE DEVELOPER II

1. Purpose of Position:

Design, code, test, and troubleshoot software programs and applications. This includes configuring, coding, developing, documenting and modifying software specifications focusing mostly in the coding and implementation, testing & integration and evaluation & maintenance portions of the development life cycle. This includes translating and

implementing software requirements/specifications into concise and robust programming code, testing and supporting applications using programming languages and development tools.

2. Analysis of Position

I. Essential Duties and Responsibilities:

- Design and write new software programs.
- Test new programs and discover faults.
- Integrate existing software products and get incompatible platforms to work together.
- Create technical specifications and test plans.
- Work with a variety of computer coding languages and platforms/environments (web, desktop, mobile)
- Writing operational and development documentation with technical authors.
- Maintaining systems by monitoring and correcting software defects.
- Document programming problems and resolutions for future reference.

II. Requirements:

a. Qualifications:

Essential:

- i. Bachelor's degree in information technology or related field with 3-5 years' experience in the software life cycle.

Desirable:

- i. Bachelor's degree in information technology or related field with 5 years' experience in the software life cycle.
- ii. Applicable certifications is a plus.

b. Competence/Skills:

Technical:

- i. Technical competency
- ii. Keeping his knowledge up to date with technical sector developments in the industry.
- iii. Good understanding of software development life cycle.
- iv. Demonstrable Software Development experience
- v. Analytical and problem-solving skills
- vi. Knowledge of database architecture and design
- vii. Ability to interpret written requirements and technical specification documents.
- viii. Ability to code software according to published standards and design guidelines.
- ix. Flexible attitude, ability to perform under pressure.
- x. A commitment to quality and a thorough approach to the work.
- xi. Ability to work well within a team.
- xii. Knowledgeable in various Programming languages, platforms and development environments.

Behavioral:

- i. Exhibit strong customer service orientation.
- ii. Have the ability to learn new skills and technologies fast.
- iii. Have patience.
- iv. Strong communication skills
- v. Interpersonal skills
- vi. Research skills
- vii. Strong leadership skills.
- viii. Excellent written, oral, and interpersonal communication skills.
- ix. Ability to present ideas in business-friendly and user-friendly language.

- x. Highly organized, self-motivated, self-directed, and attentive to detail.
- xi. Ability to effectively prioritize and execute tasks in a high-pressure environment.
- xii. Extensive experience. Working in a team-oriented, collaborative environment
- xiii. Career motivation and a willingness to continue to further your knowledge and skills.
- xiv. Good work ethics

3. Reporting Responsibility:

The Software Developer II will report to the Information Technology Manager.

4. Salary

Government Payscale 19 of \$34,979 x 1,446 - \$62,453 per annum.

IT Technician I

1. Purpose of Position:

An IT technician is responsible for general maintenance of computers and computer equipment and for the resolving identified technical problems. The technician is expected to undertake general tasks which will promote seamless use of IT infrastructure in a work environment.

2. Analysis of Position

I. Essential Duties and Responsibilities:

Software

- i. Making software available to appropriate users.
- ii. Installing, testing and troubleshooting software.
- iii. Ensuring the anti-virus software is installed, properly configured regularly updated and working properly on all PC and server stations.
- iv. Distributing files as required for staff use.
- v. Assist in maintaining servers and network hardware.

Hardware

- i. Assist with receiving and setting up hardware.
- ii. Assist with diagnosing and troubleshooting hardware and/or peripheral devices failures.
- iii. Assist as liaison to software/hardware providers and outside repair services for the purpose of conveying and/or receiving information.
- iv. Liaising with the designated personnel responsible for keeping the inventory.
- v. Maintaining computer peripheral equipment e.g. printers, scanners and projectors.
- vi. Maintaining wired and wireless networks, desktop and server computers.
- vii. Providing technical support for hardware and software issues in the office.
- viii. Assist in Setting up and maintaining backup system for file servers and in-office desktop computers.
- ix. Prepares a variety of written materials (e.g. procedures, etc.) for the purpose of providing written support and/or conveying information.
- x. Responsible for the inventory of original software and drivers.

- xi. Recommend the procurement of computer parts, supplies and materials for the purpose of ensuring the availability of items commonly required to repair computer hardware.
- xii. Trains personnel on the operation of new hardware and/or applications for the purpose of developing and/or updating computer skills.
- xiii. Responsible for the Transportation of a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
- xiv. Warehouses computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required to repair computer hardware.
- xv. Responsible for helpdesk and remote assistance.

II. Requirements:

a. Qualifications:

Essential:

Associate Degree in Information Technology or related field with three (3) years experience

b. Competencies/Skills:

Technical:

- i. Hands on experience Troubleshooting hardware/software.
- ii. Knowledge of technical environment and network topologies.
- iii. Knowledgeable of windows operating systems and servers.
- iv. Experience in installing network cable and patching.
- v. Knowledge of security protocols
- vi. Analytical skills
- vii. Disaster recovery methods
- viii. Supervisory skills
- ix. Keep self-abreast of new and changing technologies in related field.

Behavioral:

- i. Provide clear useful communication when supporting technology.
- ii. Exhibit strong customer service orientation.
- iii. Fast learner
- iv. Have patience.
- v. Strong communication skills
- vi. Interpersonal skills
- vii. Research skills
- viii. Ethical skills

3. Reporting Responsibility:

The IT Technician I will report to the report to the Information Technology Manager.

4. Salary

Government Payscale 14 of \$27,403 x 1,137 - \$49,006 per annum.

Interested persons who consider that they have met the qualifications stated and have the aptitude for post of this nature are requested to submit a complete application package through the Job Search and Employment Application Website <https://www.publicservice.gov.bz/> or directly at <https://jobs.publicservice.gov.bz/> **no later than Thursday 16th November 2023.**



ROLANDO ZETINA (MR.)
CHIEF EXECUTIVE OFFICER

- c:** Chief Information Officer, Central Information Technology Office
President, Public Service Union of Belize
President, Association of Public Service Senior Managers