



Ministry of Industry Investment & Commerce

Jamaica's **Business** Ministry



Health. Safety. Fairness in Trade.

The National Compliance & Regulatory Authority (NCRA), an Agency of the Ministry of Industry, Investment and Commerce, is seeking to identify a suitable candidate to fill the following position:

MANAGER, INFORMATION AND COMMUNICATION TECHNOLOGY (LEVEL 9)

Salary Range: \$6,333,301 – \$8,517,586 per annum

JOB SUMMARY

Under the general direction of the Director, Human Resource Management and Administration, the Manager, Information and Communication Technology (Level 9), provides strategic leadership and management of the Authority's ICT function. The incumbent plans, directs and administers all ICT infrastructure, applications, security and data operations to ensure alignment with NCRA's mandate and strategic objectives.

KEY RESPONSIBILITIES

Management/Administrative Responsibilities

- Develops the ICT unit's vision, mission and objectives, ensuring alignment with NCRA's strategic direction
- Produces annual corporate and operational plans for ICT; incorporates into overall corporate planning process
- Establishes, implements and enforces ICT governance frameworks, policies and best practices
- Liaises with Central IT Office, Government Ministries, and external partners on e-Government and regulatory ICT initiatives
- Anticipates business needs; identifies, evaluates and proposes ICT products, services and innovations

- Provides regular and ad hoc technical advice and recommendations to the CEO, Director and Board (ICT Committee)

ICT Infrastructure and Security Responsibilities

- Oversees design, implementation and maintenance of networks, servers, storage, telephony and cloud services
- Develops and implements ICT security architecture, including firewalls, IDS/IPS, encryption, endpoint protection and access controls
- Ensures Information Systems Security Plan and ICT Security Policy are developed, approved, implemented and monitored
- Leads the development and maintenance of Business Continuity and Disaster Recovery plans; conducts regular tests and audits
- Identifies vulnerabilities and threat vectors; recommends and implements cost-effective countermeasures
- Monitors compliance with ISO 27001, Government of Jamaica ICT security standards and relevant legislation

Project Management

- Plans, resources, executes and oversees all ICT projects from initiation to closure
- Defines project scope, deliverables, schedules, resourcing and risk mitigation strategies
- Monitors project progress; manages changes to scope, timeframe and budget; ensures minimal disruption to business operations
- Guides Business Process Reengineering, Change Management and stakeholder engagement activities

Financial Responsibilities

- Prepares, justifies and manages the ICT budget, in accordance with GOJ and NCRA financial guidelines
- Reviews, negotiates and manages vendor contracts, service-level agreements and outsourced arrangements

- Monitors financial performance; identifies cost optimization and value-for-money opportunities
- Authorizes procurement of ICT equipment and services within delegated authority limits
- Project Responsibilities

Technical Responsibilities

- Evaluates emerging technologies; leads pilots and proof-of-concepts for strategic ICT enhancements
- Provides technical expertise for application development, system integrations, upgrades and migrations
- Ensures regional offices and inspectorates receive consistent, high-quality ICT services and support
- Promotes practical and strategic use of technology to support decision-making and business growth

Human Resource Responsibilities

- Recruits, mentors and leads ICT team members; develops and maintains job descriptions, work plans and career paths
- Operates performance management and appraisal systems; provides timely, constructive feedback
- Creates a culture of teamwork, empowerment, continuous improvement and ICT awareness
- Identifies training and development needs; designs and delivers ICT curricula and sensitization programmes

Training and Awareness

- Designs and conducts ICT security awareness workshops for technical and non-technical staff

- Develops training materials and facilitates hands-on sessions for new systems and tools
- Tracks and reports on training effectiveness and staff competency levels

Technical Procurement and Compliance

- Leads technical evaluation and specifications for ICT procurements; ensures compatibility and standards compliance
- Enforces adherence to Government procurement guidelines, statutory requirements and NCRA policies

Other Responsibilities

- Performs any other related duties as may be assigned by the Director or CEO

REQUIRED COMPETENCIES

- Excellent oral and written communication skills
- Strategic planning, organizing and analytical skills
- Strong interpersonal, influencing and stakeholder management
- Customer-focused with high integrity and professionalism

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Postgraduate Degree (Master's preferred) in Information Technology, Computer Science, Management Information Systems or related discipline.

OR

- Undergraduate Degree in Computer Science, Information Systems or related discipline, with Postgraduate Diploma in Public Sector Management
- Minimum five (5) years' experience in ICT management in a public or regulatory environment
- Demonstrable experience in ICT strategic planning, governance, security, budgeting and vendor management

- Professional certification in Project Management and/or Information Security is highly desirable
- Demonstrable experience in Strategic planning:
 - Risk management methodologies and frameworks
 - Oversight over governance, risk, compliance and control
 - Requirements definition
 - Systems development, implementation and maintenance
 - Vendor management
 - Budget preparation

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Required to travel locally to regional offices and partner sites
- Occasional extended work hours and on-call duties
- Work under pressure to meet tight deadlines and handle multiple priorities

Applications must be submitted no later than **August 28, 2026**, by **email only** to:

The Manager, Human Resources

National Compliance and Regulatory Authority (NCRA)

19 Hope Road

Kingston 10

Email: humanresource@ncra.org.jm

The subject line must state the Job position you are applying for.

Please note that while we appreciate all applications, only shortlisted applicants will be contacted.