The Firearm Licensing Authority, a statutory body with reporting relationship to the Ministry of National Security, hereby invites applications from suitably qualified individuals to fill the following position:

SYSTEMS ENGINEER (BAND 8)

Salary: **$4,266,270.00** per annum

Job Purpose

Under the supervision of the Manager, Information Systems and Security, the Systems Engineer is responsible for designing, implementing and maintaining the information technology systems for the Authority. The duties also include designing the basic computing infrastructure to accomplish key tasks, establishing networking rules for cybersecurity, and troubleshooting network errors or other technical issues.

Key Outputs

- Risk Management programmes and implemented.
- Technical advice provided.
- Secure, reliable, and efficient computer systems maintained.
- Integrated computer information systems implemented.
- IT Projects monitored.
- Software development standards developed and implemented.
- Training sessions developed and managed.
- Software training manuals developed.
- Project progress reports generated.
- Web development standards developed and implemented.
- Annual/Quarterly and other Reports prepared.
- Individual Work Plan developed.
- Staff appraisals conducted.

Key Responsibility Areas:

Management/Administrative Responsibilities

- Participates in the organization's strategic planning process – prepares and monitors the corporate and operational plan and budget ensuring the work of the Division is carried out according to plan and agreed targets.
- Provides guidance to the Manager, Information Systems and Security and the Director, Information, Systems Technology on matters relating to Systems Engineering.
- Represents the organization at meetings, conferences, and other functions.
- Prepares Annual/Quarterly/Monthly and other reports as required.

Technical/Professions Responsibilities

- Manage and monitor all installed systems and infrastructure.

- Install, configure, test, and maintain operating systems, application software and system management tools.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
- Replaces server and network parts as required and assists with the roll-out of new server and network applications.
- Maintain security, backup, and redundancy strategies.
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks.
- Participate in the design of information and operational support systems.
- Provide 2nd and 3rd level support.
- Creating control features to ensure systems effectively meet the organization's quality standards.
- Engage in quality control procedures to ensure that systems are efficient and operational.
- Developing a cost-efficient system for projects by performing a cost-benefit analysis.
- Ensure that the organization operates maximum efficiency, from manufacturing to distribution.
- Build standards and scripts to support Authority owned devices.
- Develop and maintain documentation for supported applications, processes, and training material to internal employees and IT staff.
- Develop tooling and processes to facilitate end-user asset management, provisioning, and tracking.
- Participate in general IT operations and user support.
- Build and maintain cross-functional relationships with internal teams to drive initiatives.
- Plan and implement systems automation as required for better efficiency.
- Oversee and provide operations support including account management, workflow, log analysis, troubleshooting and service optimization.
- Assist in ongoing evaluation and management of major vendor relationships and outsourcing arrangements.
- Develop system-monitoring and support automation to enhance and scale the quality.

Performance Standards
- Individual work plans, policies, operational plans, and strategies developed and documented in keeping with established standards, template and submitted within agreed timeframes.
- Robust systems implemented and managed in keeping with established principles, guidelines, and policies according to agreed timelines.
- Risk Management policies developed and implemented in keeping with established standards, template and submitted within agreed timeframes.
- Sound technical advice provided.
- Secure, reliable, and efficient computer systems maintained in keeping with international standards and GOJ policies.
- Integrated computer information systems implemented in keeping with international standards and GOJ policies and implemented in keeping with agreed timelines.
- Training sessions are conducted and managed in keeping with approved training plans.
- IT Projects monitored in keeping with established standards and projects schedules.

Required Skills & Competencies

Core Competencies
- Written and oral communications skills.
- Leadership
- Interpersonal skills
- Problem solving skills

- Initiative
- Teamwork and Cooperation skills

Functional/Technical Competencies
- Sound knowledge of Microsoft Windows Server Technologies, etc.
- Knowledge of Linux Operating Systems.
- Sound knowledge of the functioning of LAN, WAN, desktop and server computers, UPS systems and other IT related equipment
- Sound knowledge of voice and data telecommunication systems
- Working knowledge of network hardware and systems software installation and configuration
- Good knowledge of current technological trends
- Knowledge of the relevant Service Level Agreements
- Solid scripting skills (eg, shell scripts, Perl, Ruby, Python)
- Solid networking knowledge (OSI network layers, TCP/IP)

Minimum Required Qualification and Experience

- BSc. Computer Science, or related field.
- At least three (3) years of experience with network (LAN and WAN) and server installation, configuration, maintenance, and management
- MSCE, CCNA or an equivalent professional certification
- Training in telecommunications/network management
- Proven working experience in installing, configuring and troubleshooting UNIX /Linux based environments.

Applications accompanied by resumes should be submitted
NO LATER THAN June 6, 2025 to

hrd@fla.gov.jm
or
The Manager,
Human Resource Management & Development
Firearm Licensing Authority
91A Old Hope Road, Kingston 6
Please put Systems Engineer in the subject line.

ALL APPLICANTS WILL BE REQUIRED TO PASS A SECURITY BACKGROUND CHECK.
PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.