

Accountant General's Department



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Job Description & Specification

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**CLIENT SUPPORT
MANAGER**

Public Building West, King Street, Kingston, Jamaica

JOB DESCRIPTION

Job Title: Client Support Manager

Post Number: 68843

Job Grade/Level: MIS/IT 5

Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Director Information and Technology

Direct Reports: (1) Client Support Supervisor (x2); (2) CTMS Support Supervisor (x3)
(3) Help Desk Assistant (x3)

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

Accountant General

Date

Date received in Human Resource Unit

Date created/revised

1. STRATEGIC OBJECTIVE:

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost effective information systems.

The Division is responsible for the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS). It is also responsible for training the AGD's staff as well as staff of the MOFPS and other Ministries, Departments and Agencies (MDAs) in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

2. JOB PURPOSE:

Reporting to the Director Information Technology, the Client Support Manager is responsible for the efficient and effective provision of systems and computer related advice and support, and an excellent customer experience, while facilitating the resolution of information technology problems in a timely manner. The incumbent manages a group of support professionals to ensure that an excellent customer service culture is maintained in the Division and that solutions and advice provided are consistent with the thrust of modernization, automation and direct access facilitation for clients.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To perform ongoing resolution and product support for Treasury IT end users (the Treasury, MOFPS, MDAs and wider stakeholder population).
- To provide administrative management of technical support and queue management.
- To maintain performance metrics to monitor and maintain quality service delivery.
- To manage feedback from end users to establish training needs recommend requisite training programmes to the treasury and other MDAs on the GIFMIS, CTMS, and other IT systems deployed by the GOJ.

3. KEY OUTPUTS

- Unit strategic operational plan and budget.
- Relevant technical advice to clients.
- Unit's SLAs and customer charter developed according to best practice guidelines.
- Unit's performance monitored against SLAs using applicable metrics and trend analysis.
- Help Desk delivery enhanced through automated ticketing system.
- Effective technical analyses performed on computer and systems requirements.
- AGD's computer resources managed and deployed optimally.
- Best price negotiated with vendors for replacement/new IT solutions.
- Automated solutions using web-enabled platforms.
- Training and technical end user documentation delivered and prepared as required.
- Periodic reports.

4. KEY RESPONSIBILITIES

Technical

- Participates in the establishment of the strategic and tactical goals, policies, and procedures for the Unit.
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term computer and information systems budgets for the Unit.
- Informs and advises on technical and computer systems requirements.
- Develops, implements and monitors the SLAs of the Client Support Section to ensure that a best practice customer charter is established and maintained.
- Ensures resolution of operational problems encountered by clients within the established SLA's.
- Implements an optimal integrated and automated ticketing system to facilitate optimal ease of issue logging and resolution tracking between the Help Desk and its clients and ensure systems are in place for the efficient management of the queue according to the SLAs.
- Monitors Unit's performance against SLAs using applicable trend analysis and metrics. Ascertain client feedback on service delivery through the use of surveys and take corrective action to improve performance gaps.
- Manages the day to day operations of the Unit/client relationship by ensuring that all logged issues are assessed, prioritized, and resolved including voice, data, account administration, email, desktop, and institutional applications issues according to the unit's SLAs.
- Conducts technical analysis of application systems and specification of technical requirements for maintenance/enhancement activities and hardware.

- Manages the provision of relevant first level automation support to AGD, MOFPS and MDAs, including evaluation of hardware/software needs, and general computer support.
- Assists with the management of IT resources of the AGD and participates in vendor contract negotiations for purchases for all new computer equipment and software being purchased.
- Manages special projects for critical solution delivery activities.
- Assesses and anticipates technology projects and recommends appropriate actions and resources.
- Analyses issues logged in the help desk and makes recommendation through the Unit Head, for automated solutions using web-enabled platforms with security controlled access portals.
- Participates to ensure that best prices are negotiated with vendors for replacement/new IT solutions.
- Keeps current with emerging IT trends, and current dominant technologies.
- Manages the delivery of requisite training programmes for the Treasury and other MDAs on the GIFMIS, CTMS, and other relevant financial systems and portals.
- Prepares appropriate technical documentation for the Unit and other stakeholders.
- Manages the assessment process for departmental workflows, processes and definition of data requirements and conducts relevant cost-benefit analysis.
- Provides periodic reports as required.

Strategic Leadership

- Implements and enforces policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the unit and Department;
- Assists with the preparation of the Department's annual Strategic Plan and budget, and supports the Director Information Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Establishes and implements systems for reporting of work done against stated and agreed work plans;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Meets or exceeds performance targets;
- Deputizes for the Director Information Technology as and when required.

As Unit Head:

- Leads in the smooth and efficient operation of the unit through the management of daily operations.
- Establishes and implements systems for reporting of work done against stated and agreed work plans for the Unit.

- Establishes internal control processes required to manage and grow the unit
- Meets or exceeds unit performance targets.

Human Resource Management

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff, based on the corporate Strategic Plan.
- Ensures that the Unit's staff has sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively.
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action.
- Participates in the recruitment of staff for the Unit.
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures.
- Identifies competencies gaps and collaborates with the Manager Training and Development to develop and implement Staff Development and Succession Plans for the unit to ensure adequate staff capacity.
- Monitors job specific and environmental factors, implements and promotes health and safety policies; and mitigates and minimizes workplace hazards.
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews.
- Ensures that welfare issues of unit staff are clearly identified and addressed.

Any Other Duties

- Any other related duty that may be assigned from time to time.

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Help Desk identifies, prioritizes, and resolves reported problems.
- Sound and adequate advice and information on operational progress and risks provided to the AG and end users.
- Adherence to Policies, Procedures and Standards enforced.
- Reports submitted according to stipulated schedule and standards.
- Strategic operational plan developed and individual work plans prepared and implemented with attending budget within the stipulated timeframe.
- Adequate technological advice is provided.
- Unit's customer service charter and SLA's developed and implemented.
- User support is completely satisfied.
- First level automation support to Treasury is assured.

- Online and off line documentation including programming and operations documents, user manuals, and help screens are developed and implemented.
- Performance monitored using trend analysis and applicable metrics.
- Cutting edge ICT ticketing system implemented.
- IT resources managed and new purchases made using best practice negotiating strategies.
- Effective end user training delivered.
- IT automated solutions on web enabled platforms recommended in a timely manner to resolve client issues.
- Training initiatives implemented as required.
- Training/documentation of automated processes and general computer support are assured.

6. JOB SPECIFICATION:

a. Qualification and Training

Essential:

- A Bachelor's degree from a recognized institution in Information Technology.

b. Essential Experience and Knowledge

- At least 3 years' experience working in a managerial capacity in a IT Customer service position.
- Comprehensive and technical knowledge of IT Architecture, and Technology.
- Thorough knowledge of established SLA's with clients.
- Cutting edge knowledge of IT direct service delivery through on line web enabled portals, use of popular social media and mobile platforms and interfaces.
- Cutting edge knowledge of technology enabled automated help desk operations.
- Knowledge of the various guiding Acts and Regulations.
- Proven experience in IT industry business applications.
- Proven experience in IT leadership, IT architecture development, organizational enhancement, technology enhancement, and vendor management.
- Proven and advanced skills in project management.

c. Competencies

The incumbent is a senior public servant who represents the Government at all times; who is expected to lead a team of professionals in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- Ability to work effectively under pressure.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.

- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - Pressured working conditions with numerous critical deadlines.

Work Environment - Normal office conditions

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date