

VACANCIES

The Companies Office of Jamaica invites suitably qualified applicants to fill the following positions:

Development Operations Engineer

Under the direction of the It Executive, the Development Operations Engineer manages and improves the communication between the operational and developmental sides of the software development process including launching product updates, locating production errors and issues and building integrations that improve users' experience.

Some Duties

- Collaborate with team members to implement and operate highly-scalable, highly-available, and secure services.
- Develop solutions that ensure the security and integrity of the COJ's customer experience
- Automate tools, processes, and monitoring across the full breadth of the COJ's infrastructure.
- Analyse and/or create business requirements, documentation, and technical specifications in conjunction with Business Analysts and internal customers.
- Act as a designer for solutions/applications for the team/.
- Design and implement integration services using specified technologies within defined timelines.
- Analyse equipment to establish operating data, and conducts experimental test and result analysis.
- Write codes using programming scripting languages required for automation and continuous integration.
- Learns about new tools and techniques in build and release functions and shares them with the team.
- Prepare meeting materials, draft detailed meeting minutes, track action items and update decision logs.
- Support project managers in providing status reports on assigned projects and activities.
- Assist developers in debugging production issues

Qualification & Experience

- Experience with designing and building dynamic cloud-native applications.
- Experience working with relational (Oracle, MySQL) and NoSQL (Cassandra, Mongo,) databases.
- Experience in a web serving or systems administrator role in a diverse environment.
- Experience with scripting languages Shell, PHP, Python.

- Bachelor's Degree in Computing
- At least five (5) years related working experience

Quality Assurance Engineer

Under the direction of the Information Technology Executive, the Quality Assurance Officer is responsible for assisting the software development team to identify problems early in the process, ensuring that the software product or service meets the established standards of quality including reliability, usability and performance required for distribution and the market.

Some Duties

- Drafts quality assurance policies and procedures
- Interprets and implements quality assurance standards and procedures for information technology projects.
- Evaluates the adequacy of the quality assurance standards that have been designed and implemented for development projects.
- Devises appropriate procedures and methodologies for recording and reporting quality data.

- Plans, conducts, and monitors testing of developed software and documents the results for future reference.
- Identifies training needs and organizes training interventions to meet quality standards.
- Works with the team members to convert the requirements and design documents into a set of testing cases and scripts, which can be used to verify that the system meets the client's needs.
- Supervises the execution of test cases and scripts.
- Performs random testing of all components to ensure that there's not a random bug haunting the system.
- Performs thorough regression testing when bugs are resolved

Qualification & Experience

- Proven work experience in software development
- Proven work experience in software quality assurance
- Strong knowledge of software QA methodologies, tools and processes
- Experience in writing clear, concise and comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Bachelor's Degree in Computing, Software Engineer Science or similar qualifications
- At least three (3) years of related working experience.

Software Engineer

Under the direction of the Information Technology Executive, the software engineer uses diagrams and flowcharts to document the process of developing computer instructions through the use of algorithms. The software engineer develops and builds computer systems software and applications software in response to a business need by analysing the problem and designing a scalable solution using software engineering principles, including diagrams and flowcharts to document the development process. The software engineer is also responsible for data designing, acquisition, maintenance and security, test case designing and documentation.

Some Duties

- Analyses user requirements.
- Researches, designs, and writes new software programs (e.g. business applications) and computer operating systems.
- Implements full software development life cycle (SDLC).
- Create flowcharts, documentation and layouts for potential software designs to determine the requirements for the software program.
- Evaluates the software and systems that make computers and hardware work.
- Improves system quality by identifying issues and common patterns, and developing standard operating procedures.
- Enhances applications by identifying opportunities for improvement, making recommendations, and designing and implementing systems
- Migrates, transforms and scripts data and integrate data into one comprehensive database system.
- Integrates existing software products and gets incompatible platforms to work together.
- Maintains and improves existing code bases and peer review code changes
- Liaises with colleagues to implement technical designs.
- Investigates and uses new technologies where relevant.
- Writes systems to control the scheduling of jobs or to control the access allowed to users or remote systems.
- Write operational documentation with technical authors for an easy transition.
- Works closely with other staff, such as project managers, graphic artists, UX designers, other developers, systems analysts, and sales and marketing professionals.

Qualification & Experience

- Hands-on experience working with new technologies.
- Strong DevOps focus and experience building and deploying infrastructure with cloud deployment technologies.
- Master a variety of programming languages, such as C++, C#, JavaScript, and Python, and practice building software.
- Knowledge of databases including SQL and ORM
- Experience with test-driven development and automated testing frameworks.
- Experience with Scrum/Agile development methodologies
- Bachelor's Degree in Software Engineering or related field
- At least five (5) years related working experience.

Systems Administrator

Under the direction of the Information Technology Executive, the System Administrator is responsible for the maintenance, configuration, and reliable operation of computer systems and servers including the installation of hardware and software; and participates in research and development to continuously improve and keep up with the IT business needs of the Companies Office of Jamaica, by actively resolve problems and issues with computer and server systems to limit work disruptions within the Agency.

Some Duties

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.
- Installs and upgrades computer components and software, manage virtual servers, and integrate automation processes.
- Write documentation for the daily operation (server configuration, perform backup and recovery procedures)
- Creates and updates technical documentation (server configuration, backup and recovery procedures).
- Troubleshoots hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Provides documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.
- Performs regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Leads desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Responsible for capacity, storage planning, and database performance.
- Provides system administration and support for Windows Active Directory, DNS (Windows and BIND), Internet/Firewall and WWW computer(s) and associated software.

Qualification & Experience

- Strong knowledge of systems and networking software, hardware, and networking protocols.
- Experience with scripting and automation tools.
- A proven track record of developing and implementing IT strategy and plans.
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols.
- Strong technical skills in the domain of Windows Server 2008/2012, Microsoft Hyper-V and SCCM/SCOM/SCVMM is essential.
- Microsoft Windows Server Administration Fundamental would be an asset.
- Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required.

- 3-5 years of database, network administration, or system administration experience.
- System administration and IT certifications in Linux, Microsoft, or other network related fields are a plus
- Working knowledge of virtualization, VMWare, or equivalent

Public Relations Officer

Reporting to the Chief Executive Officer/Registrar, the Public Relations Officer builds and sustain sound relationships among Agency stakeholders through planned publicity campaigns and public relations activities designed to improve the Agency's public image, maintain and manage its reputation and to clarify the Agency's point of view on critical issues.

Some Duties

- Develop PR strategies, campaigns, and initiatives to improve public perception of the COJ.
- Support corporate strategy by developing and implementing marketing and public education programmes.
- Liaising with and answering enquiries from media, individuals and other organisations.
- Respond to information queries from media and the general public.
- Confer with the Human Resources in order to develop internal communications to inform employees of various company activities.
- Arranges and attends exhibitions and seminars designed to educate and inform the public.
- Prepares and supervises the production of publicity brochures, handouts, direct mail leaflets, promotional videos, photographs, films and multimedia programmes.
- Develops specific marketing activities to promote compliance and improve the revenue earning capabilities of then Agency.
- Provides progress reports on campaigns to ensure effective departmental communications.
- Produces draft press releases, advertisements and other material for media publication.

Qualification & Experience

- Working knowledge of the COJ's business including the Companies Act and the Registration of Business Names Act
- Demonstrated capacity for high level strategic thinking
- Solid analytical and interpretative skills
- Highly developed communication and persuasive skills inclusive or oral and written communication
- Independence in decision making
- Exceptional time management and organisational skills
- Good negotiation and networking skills
- Skilled in using Microsoft Office software including Publisher
- Bachelor's Degree in Mass Communication
- At least two years related experience

Customer Service Representative

Reporting to the Customer Service Supervisor, the Customer Service Officer supports the delivery of quality customer service by offering preliminary examination of documents and assist customers with normal daily requests to facilitate the efficient registration of business entities and to sustain/improve customer satisfaction levels in the Agency.

Some Duties

- Advises customers on the policies and procedures that should be followed in registering business entities.
- Carries out a preliminary examination on documents submitted, and accept and forward for processing if appropriate.

- Refers difficult cases for resolution to the appropriate authority and follow through with customers as necessary.
- Computes fees that are due on the registration of documents and advise customers of charges.
- Maintains a record of customer enquiry and documents received.
- Prepares weekly, monthly and quarterly performance reports.
- Dispatches certificates and other outgoing documents
- Contacts customers to advise of approvals or rejections
- Responds to Customers calls, letters and emails

Qualification & Experience

- Understanding of legislative and agency requirements for examining documents.
 - Working knowledge of relevant computer applications
 - Exceptional interpersonal and communication skills
-
- Associate Degree in Business Administration or equivalent qualification and/or
 - Paralegal Certification;
 - At least one years' related work experience

OR

- *Diploma, Business Administration/Certificate in Public Administration/Management Studies or equivalent qualification and/or*
- *Paralegal Certification;*
- *At least two years related experience*

Applications must be submitted by email only to hr@orcjamaica.com and addressed to:

Director: HRM & Administration
Companies Office of Jamaica
60 Knutsford Boulevard
(8th Floor Pan Jam Building)
Kingston 5

And reach **no later than Friday, October 21, 2022.**

Please note that while we are grateful for all applications, only shortlisted candidates will be contacted.