



Ministry of National Security and Peace

CAREER OPPORTUNITY

The Ministry of National Security and Peace invites applications from suitably qualified candidates to fill the post of: -

TICKETING SYSTEM SPECIALIST (MIS/IT 4) (CONTRACT) X2 – VACANT **MAJOR TECHNOLOGY TRANSFORMATION BRANCH**

SALARY SCALE: \$3,676,602.00 – \$4,944,621.00 PER ANNUM

JOB PURPOSE:

Under the general direction of the Ticketing System Transformation Manager, Major Technology Transformation Branch, the incumbent is responsible for overseeing the effective operation of the Ticket Management System and related ticketing solutions.

The duties and responsibilities include but are not limited to the following:

KEY RESPONSIBILITIES:

- 1. To monitor the use of the Ticketing System(s) by all stakeholders to ensure accuracy of the data entered by data entry personnel, proper functioning of the system and adherence to agreed service levels by all users:**
 - Generates system reports to monitor ticket issuance and user activities taking place across the island;
 - Liaises with JCF data entry teams, Court Staff, Island Traffic Authority and eGov Jamaica and other relevant stakeholder entities to ensure that systems, connectivity and equipment at all operating locations are functioning properly;
 - Monitors system statistics to determine whether tickets are being processed within agreed timelines to prevent process delays being experienced by ticketing stakeholders;
 - Identifies and makes suggestions for the correction of errors which become evident in the ticketing data;
 - Assesses operational stakeholder facilities dedicated to ticketing processes to ensure suitability and recommends corrective measures where necessary;
 - Engages eGov Jamaica to ensure that preventative maintenance of the various ticketing solutions and databases are conducted;
 - Plans and executes training for data entry operators and other users on Ticketing system functions and provides manuals and procedures when needed;
 - Follows up on reported issues until the problems are solved.

2. To conduct analyses of the related business and operational procedures to identify gaps and make recommendations for corrective actions and system enhancements:

- Reviews the business processes and procedures employed by the JCF and other stakeholders in the management of related resources, ticketing solutions and the subsequent operational activities and makes recommendations for improvements where necessary;
- Reviews continuously, the business and system processes in the electronic ticketing solutions to ensure seamless operation and expanded use;
- Recommends process changes required to support any amendments or newly introduced legislation which impacts the ticketing process.

3. To provide technical advice and support on matters pertaining to the operations and improvement of the Ticketing System:

- Conducts site visits at Traffic Courts, JCF data entry facilities, Tax Administration Jamaica and Island Traffic Authority offices and other stakeholder entities as required, to conduct training and/or provide technical support;
- Provides feedback to the requests from stakeholders for development of new Ticketing system reports and features.

4. To document the functional requirements for enhanced ticketing capabilities such as electronic ticketing improvements, video enforcement and general ticketing areas such as DRMA, Fisheries Act, etc. for onward submission to eGov or other developers:

- Documents software requirements for new ticketing features and enhancements;
- Participates in the pre-release testing of new system features and upgrades;
- Liaises with eGov to determine the feasibility of system changes requested by various ticketing stakeholders;
- Conducts quality assurance reviews and approves Ticketing System application releases for production use.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES:

- Ability to conduct technical training sessions and workshops;
- Thorough knowledge of the Road Traffic Act and related enforcements processes and agreed service levels;
- Knowledge of the Ministry of National Security AND Peace (MNSP) operations;
- Expert knowledge of relevant computer software applications being used;
- Knowledge of ticket management software and processes;
- Working knowledge of data entry and customer service operations;
- Analytical Thinking, Problem Solving & Decision Making;
- Ability to troubleshoot and identify critical issues quickly and accurately;
- Ability to quickly build and maintain productive relationships with high-level Government officials and other key stakeholders, including those in the donor community and private sector;
- Sound personal and professional integrity.

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE:

- Bachelor's Degree in Computer Science, Information Systems, Management, or a related field from an accredited institution;
- At least two (2) years experience working with the Traffic Ticket Management System or similar information systems;

OR

- Associate Degree in Computer Science, Information Systems, Management, or a related field from an accredited institution;
- At least three (3) years experience working with the Traffic Ticket Management System or similar information systems.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- Typical working condition.
- Critical deadlines for completion of tasks;
- May be required to work beyond the normal working hours;
- May be required to work on weekends and public holidays;
- May be required to travel locally;

Interested persons should forward their applications and resume **NO LATER THAN Tuesday, November 3, 2026**, to the:

Senior, Director, Human Resource Management and Development
Human Resource Management and Development Branch
Ministry of National Security and Peace
4th Floor North Tower
2 Oxford Road
Kingston 5
Email: jobopp@mns.gov.jm

Subject: Ticketing System Specialist (MIS/IT 4) X2

We thank all applicants for their interest in this career opportunity. However, please note, only short-listed candidates will be contacted.

The Ministry wishes to assure applicants that your personal data will be used for the purposes of recruitment and selection exercise related to career opportunities within the Ministry.