SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE PUBLIC SERVICE COMMISSION REGULATIONS

Ministry: Prime Minister’s Office (Civil Status Division)
Post: Head Operations and Support
Salary: Rs 45,275 x 1,500 – 58,775 x 1,800 – 65,975 (02 70 83)
Effective Date: 23 July 2014
Qualifications: By selection from among serving officers who hold a substantive appointment and who:
   (a) possess a Master’s Degree in the field of Information Technology or any related field from a recognised institution or an equivalent qualification acceptable to the Public Service Commission;
   (b) reckon at least five years’ post-qualification experience at management level;
   (c) possess good communication, interpersonal, organising, supervisory and leadership skills;
   (d) possess problem-solving skills and have sound judgement; and
   (e) have a high sense of responsibility and trustworthiness.

Candidates should produce written evidence of experience claimed.

Role and Responsibilities: To be responsible for the overall management of the Central Population Database (CPD) and the Mauritius National Identity Card (MNIC) System through the delivery of timely and cost-effective operation support services.

Duties:

1. To be responsible to the Registrar, Civil Status Division for the performance of the following duties –
   (i) to manage the MNIC System and day-to-day operations of the Card Personalisation Centre and Registration Issuance Centres (RICs);
   (ii) to supervise the IT support team and monitor IT support operations;
   (iii) to provide training and supervise the work of subordinates;
   (iv) to develop, review and implement policies and procedures for the MNIC System;

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(v) to manage the registration of citizens and work out statistics and adhoc reports;

(vi) to meet stakeholders to discuss system requirements specifications, costs and timeliness;

(vii) to ensure that technology is accessible and equipped with current hardware and software and to provide guidance on access to information; and

(viii) to identify risks in the operation system and take remedial action.

2. To ensure compliance with ICT standards, guidelines and methodologies.

3. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Head Operations and Support in the roles ascribed to him.

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for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms
23 July 2014

Date.........................................................