



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:

MANAGER, QUALITY CONTROL (LEVEL 8)

Salary: \$4,266,270.00 per annum

Job Purpose

Under the supervision of the Director, Information Systems and Technology, the Quality Control is responsible for creating, maintaining, and managing technical quality control processes and procedures to assess efficiency, validity, value and functional performance of computer systems and environments.

Key Outputs

- Risk Management programmes and implemented.
- Technical advice provided.
- Quality audit inspections scheduled and conducted.
- Variations identified.
- Test scenarios created and utilized.
- Corrective actions recommended.
- Comprehensive test plans designed and implemented.
- Quality control standards developed and implemented.
- Applications software and systems tested.
- Test results analyzed.
- Training sessions developed and managed.
- Training manuals developed.
- Project progress reports generated.
- 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 Director, Information, Systems Technology on matters relating to Quality Control.
- Represents the organisation at meetings, conferences, and other functions.
- Prepares Annual/Quarterly/Monthly and other reports as required.

Technical Responsibilities

- Schedules and conducts quality audit inspections, and analyses and reviews systems, data, and documentation.
- Identifies variations and potential high-risk areas in securing adherence to standards and procedures.

- Recommends corrective action plans and improvements in resolution of non-compliance with standards detected through monitoring and auditing of processes and procedures.
- Communicates, educates, and liaises with users and management to ensure awareness and adherence to standards, procedures, and quality control issues.
- Identify trends between test cycles.
- Ensures that the testing of application software and systems for quality prior to approving its release.
- Provides oversight on test plans, test cases/scripts, and test reports.
- Ensure QC standards, process and procedures are followed in IT projects.
- Maintains active participation in project teams for all phases of IT projects.
- Identifies risks/potential problems to testing methodologies that introduce excessive risk to the delivery of a system or to the final product.
- Identifies data needed to measure intangibles accurately and intuitively such as productivity and quality.
- Develop standards for production applications.
- Consider the strategic advantages of automated tool use when conducting analysis.
- Creates tests that model business scenarios to validate that the system functions as intended and to expose risks related to unintended consequences.
- Work in a Project Team environment.
- Responsible for the design, implementation, and maintenance of comprehensive test plans to ensure system requirements are met.
- Conduct test case design review meetings with application owners.
- Analyze test results, log, track, and monitor all quality control issues, statuses, and resolutions.
- Develop and update support documentation as needed to ensure that the documentation and applications agree.
- Creating control features to ensure systems effectively meet the organization's quality standards.
- Engaging in quality control procedures to ensure that systems are efficient and operational.

Performance Standards

- Individual work plans, policies, operational plans, and strategies developed and documented in keeping with established standards, template and submitted within agreed timeframes.
- Risk Management policies developed and implemented in keeping with established standards, template and submitted within agreed timeframes.
- Sound technical advice provided.
- Training sessions conducted and managed in keeping with approved training plans.
- Quality audits carried out in accordance with schedules.
- Quality control standards are comprehensive and implemented in accordance with the agreed timeframe.
- Corrective actions are recommended within a timely manner.
- Test plans are comprehensive and executed within an agreed timeframe.
- Variations are quickly identified and documented.
- Test scenarios represent actual business cases and information is documented to inform future activities.

Required Skills & Competencies

Core Competencies

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

- Initiative
- Teamwork and Cooperation skills

Functional/Technical Competencies

- Understanding of software testing lifecycles, in either agile or Waterfall environments
- Adept with MS Office Suite.
- Knowledge of and experience in ALM and software development process and techniques
- Thorough and detailed understanding of all phases of the Software Development Lifecycle (SDLC), including Agile and Waterfall is required

Minimum Required Qualification and Experience

- Bachelor's degree in Computer Science OR Software Engineering
- At least three (3) years of professional progression within an IT Department.
- Working knowledge of Database systems
- Experience with developing Crystal reports
- Project management training

Applications accompanied by resumes should be submitted
NO LATER THAN July 4, 2025 to

hrd@fla.gov.jm

or

**The Manager,
 Human Resource Management & Development
 Firearm Licensing Authority
 91A Old Hope Road, Kingston 6**

Subject line should read MANAGER, QUALITY CONTROL

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