

NORTH-EAST REGIONAL HEALTH AUTHORITY
MANAGER, SOFTWARE DEVELOPMENTS AND DATABASE SYSTEMS (MIS/IT 6)

The **North-East Regional Health Authority (NERHA)**, a statutory body under the Ministry of Health & Wellness, with responsibility for the management and delivery of Public Health Services within the parishes of St. Ann, St. Mary and Portland invites applications from suitably qualified individuals to fill the position of **Manager, Software Developments and Database Systems**.

Summary:

Reporting to the **Director, Information Communication Technology**, the **Manager, Software Development and Database Systems** is responsible for leading and actively participating in the design, development, implementation and support of enterprise software applications and database systems to ensure reliable, secure and efficient digital solutions. This function also provides leadership and supervision for the software development and database team.

Key Responsibility Areas:

Technical/Professional Responsibilities

- Lead and actively participate in the design, development, implementation and maintenance of software applications and database systems.
- Perform and oversee database administration activities, including configuration, performance monitoring, optimization and maintenance.
- Analyze business requirements and develop appropriate technical solutions.
- Coordinate with stakeholders to define and translate system requirements into technical specifications.
- Lead and contribute to software development activities and system improvement initiatives across the Software Development Life Cycle (SDLC).
- Review and approve technical outputs, including code, database changes and system configurations, to ensure quality and adherence to standards.
- Provide advanced technical support and directly resolve complex or escalated application and database issues.
- Ensure the integrity, security, availability and performance of applications and database systems.
- Establish, implement and enforce standards for software development, database management and technical documentation.
- Lead and support system integrations to ensure effective data exchange across enterprise platforms.
- Collaborate with Infrastructure and Security teams to ensure alignment with enterprise architecture and security requirements.
- Support disaster recovery and business continuity activities related to applications and database systems.
- Support user training and system adoption to ensure effective utilization of applications.
- Evaluate and recommend technologies, tools and solutions to enhance software and database services.

Management/Administrative Responsibilities

- Provide leadership, supervision and technical guidance to assigned staff, ensuring effective performance and accountability.
- Plan, assign and monitor work activities to ensure timely delivery of software development and database services.
- Monitor staff performance, conduct evaluations and support ongoing training and professional development.
- Manage vendor-supported systems and coordinate external service providers where required.
- Contribute to budgeting, resource planning and procurement activities related to software and database services.
- Ensure compliance with ICT policies, procedures, governance frameworks and regulatory requirements.
- Prepare and submit technical reports, project updates and management briefings.
- Participate in ICT strategic planning, digital transformation initiatives and organizational improvement efforts.
- Maintain oversight of software licensing and compliance in collaboration with relevant ICT functions.

Required Competencies:

Core

- Strong leadership and ability to influence and guide ICT teams and stakeholders.
- Strategic thinking and planning aligned to organizational objectives.
- Strong analytical, problem-solving and decision-making skills with sound judgment.
- Effective communication, interpersonal and presentation skills, both written and verbal.
- Stakeholder-focused approach with the ability to work under pressure.
- Strong organizational and time-management skills with the ability to manage multiple priorities.

- Accountability and results orientation with a focus on outcomes.
- High level of integrity, professionalism and confidentiality.

Technical

- Extensive knowledge of software development methodologies, programming concepts and application design, with proficiency in languages such as Python, Java, C# and JavaScript.
- Strong knowledge of database management systems, including MS SQL, MySQL and PostgreSQL, with experience in administration, performance tuning and optimization.
- Ability to develop, implement and enforce programming standards, development practices and technical documentation.
- Ability to design, develop and oversee system integrations and enterprise application solutions.
- Working knowledge of Windows and Linux server operating systems.
- Practical understanding of IT security principles across operating systems, databases, applications and cloud environments.
- Familiarity with virtualization technologies and cloud-based platforms.
- Knowledge of backup, disaster recovery and high-availability solutions for applications and databases.
- Ability to troubleshoot and resolve complex application and database issues.
- Ability to provide technical leadership, including reviewing, guiding and improving software development and database activities.

Qualification & Experience:

- BSc. Degree in Computer Science/Information Technology or equivalent in a related field.
- At least four (4) years' experience in software development, systems analysis, database administration or related.
- Relevant professional certifications in database management, software development, cloud platforms, or IT service management would be an asset (e.g., Microsoft SQL/Azure certifications, AWS or Azure cloud certifications, ITIL, Agile/Scrum certifications).

Special Conditions Associated With The Job:

- Required to work beyond normal working hours, including evenings, weekends, and public holidays, to support system implementations, upgrades, or incident resolution.
- May be required to travel.

REMUNERATION PACKAGE PER ANNUM:

Salary Scale: \$5,198,035 – \$6,990,779 per annum

Applications along with detailed resume should be sent no later than **2026 May 22** to:

**The Director,
Human Resource Management & Development
North-East Regional Health Authority
34-38 Ocean Village Shopping Centre, Ocho Rios
St. Ann E-mail: jobs@nerha.gov.jm or Fax: (876) 795-2747**

WE THANK ALL APPLICANTS FOR RESPONDING, HOWEVER, ONLY SHORT LISTED APPLICANTS WILL BE ACKNOWLEDGED.