



## **MINISTRY OF TOURISM**

### **CAREER OPPORTUNITY**

Applications are invited from suitably qualified persons to fill the following position in the Ministry of Tourism:

### **Process/Business Analyst – Two (2) Year Contract Salary \$5,397,864 per annum**

#### **1. JOB PURPOSE**

To analyze, document, standardize, and optimize business and data processes across the Ministry of Tourism (MT) and its Public Bodies in support of the Ministry-wide Data Governance Programme, ensuring that data ownership, stewardship, quality, protection, and compliance controls are embedded into operational workflows and aligned with Government of Jamaica public sector governance requirements.

#### **2. KEY OUTPUTS**

- Documented As-Is business and data processes across MT and public bodies.
- Documented data governance requirements, including ownership, stewardship, quality rules, metadata, classification, and access controls.
- Designed and validated To-Be standardized processes aligned with the Data Governance Framework.
- Mapped data governance controls (ownership, stewardship, quality, classification, privacy) to business processes.
- Translated governance and business needs into functional and non-functional requirements.
- Process improvement and risk mitigation recommended.
- Stakeholder-validated business, functional, and non-functional requirements for data governance and enabling ICT tools.
- Stakeholder-validated process maps, Standard Operating Procedures (SOP) inputs, and supporting documentation.

#### **3. KEY RESPONSIBILITY AREAS**

##### **Technical/Professional Responsibilities**

- Conducts stakeholder interviews, workshops, and process walkthroughs.
- Analyses and documents end-to-end business and data processes.

- Develops formal process maps, narratives, and documentation.
- Embeds data governance principles into operational workflows.
- Maps processes to data ownership, stewardship, classification, quality, privacy, and audit requirements.
- Identifies governance gaps, risks, and control weaknesses.
- Designs standardized To-Be processes aligned with governance policies and best practices
- Recommends process improvements to reduce duplication, manual intervention, and compliance risk.
- Translates governance and operational needs into functional and non-functional requirements.
- Supports procurement, configuration, and implementation of data governance and supporting Information Communication & technology (ICT) tools.
- Facilitates validation and sign-off workshops.
- Contributes to SOPs, user guides, and training materials.
- Supports organizational change initiatives related to data governance.
- Performs all other related duties and functions that may be required from time to time.

#### **4. AUTHORITY**

- Lead data-related business analysis activities across MT and its Public Bodies.
- Engage officers, managers, and subject-matter experts for data discovery, validation, and governance design.
- Define, document, and validate data governance requirements, standards, and process artefacts.
- Recommend process, policy, and control improvements based on evidence-based analysis.
- Escalate data-related risks, quality issues, and compliance concerns to the Data Governance Lead and Council.

#### **5. REQUIRED COMPETENCIES**

##### **Core**

- Results Orientation
- Accountability and Integrity
- Effective Communication
- Analytical Thinking
- Teamwork and Collaboration
- Stakeholder Engagement and Facilitation

##### **Technical**

- Business and process analysis
- Business process modelling (e.g. BPMN)
- Data governance and data lifecycle management
- Data quality management principles
- Knowledge of data protection, privacy, and confidentiality requirements
- Requirements elicitation and documentation
- Risk identification

## **6. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's degree in Business Administration, Information Systems, Public Administration, Computer Science, or related discipline.
- Three (3) to seven (7) years' experience as a Business Analyst/ Process Analyst.
- Demonstrated experience in business process reengineering and/or data governance initiatives.
- Experience in the Public Sector or regulated environments is highly desirable.

**OR**

Any equivalent combination of qualifications and experience.

## **7. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast-paced with ongoing interactions with critical stakeholders and meeting tight deadlines, which will result in high degrees of pressure on occasion.

Applications accompanied by Resume should be emailed no later than **Thursday, March 26, 2026** to:

Director, Human Resource Management & Development  
Ministry of Tourism  
64 Knutsford Boulevard  
Kingston 5  
[hrm@mot.gov.jm](mailto:hrm@mot.gov.jm)

We appreciate all expressions of interest. However, only shortlisted applicants will be contacted.