

Jamaica's Presentation

**On "The Challenge of
Retaining Skilled IT Staff"**



Financial Management Information Systems
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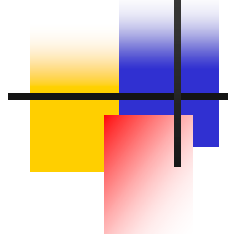


**National Fruit –
The Ackee (Blighia sapida)**



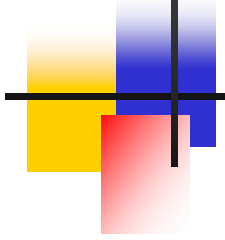
The Challenge

- Finding and retaining **top IT staff** is a difficult task both in the private and public sector.
- Developing and maintaining "A team" of IT managers can be a real challenge in a tight job market, as most top-level IT executives aren't looking for jobs; they're valued by the organisations they work for, and they're paid reasonably well.
- This is referred to as "The Information Technology Staffing Crisis" and is a global problem.



Global IT Staff Crisis

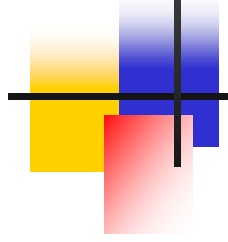
- The 2007-08 *Occupational Outlook Handbook* prepared by the U.S. Bureau of Labor Statistics) states that:-
 - Employment of IT workers is expected to grow much faster than average through 2016.
 - This Includes jobs for computer support specialists, system administrators, computer scientists, database administrators, and computer systems analysts
 - However it states that job prospect for computer programmers is expected to decline by 4% through 2016.



National Bird - The Doctor-Bird

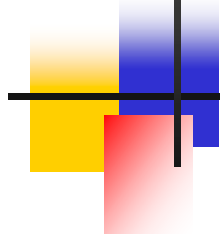
The Jamaican Situation

- The Jamaican public sector in its modernisation bid, has for the past 20 years been computerising most of its systems in order to improve service delivery and to satisfy the increasing demands for accurate and timely information necessary to perk up accountability, transparency and decision making.
- Revenue Administration, budget administration , debt management are some of the areas covered , however the focus is now towards establishment of e-government, e-commerce, e-procurement and the establishment of an enterprise resource management system.
- The IT policy and strategy requires top level IT staff for its successful implementation which is in scarce supply.



Attracting top IT staff

- The Jamaican public sector does not have the ability to offer competitive compensation packages necessary to attract top IT professionals.
- The highest paid IT position in Jamaica amounts to US\$30,000 per annum. This must be viewed against the background of the salary paid in the private sector as well as the salary paid in the USA for IT professionals as shown in the next slide.



Salary of IT Professionals in USA

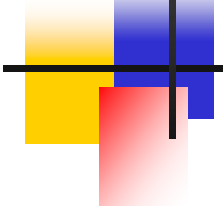
JOB TITLE	2006 MEDIAN SALARY	2007 AVERAGE STARTING SALARY
COMPUTER PROGRAMMER	\$65,510	\$49,928
DATABASE ADMINISTRATOR	\$64,670	N/A
COMPUTER SYSTEMS ANALYST	\$69,760	\$50,000-\$53,000
COMPUTER SUPPORT SPECIALIST	\$41,470	\$27,500-\$65,250
SYSTEMS ADMINISTRATOR	\$62,130	\$50,000-\$75,750

SOURCE: 2007-08 Occupational Outlook Handbook, U.S. Dept. of Labor, Bureau of Labor Statistics



IT Staff Turnover

- ❖ The Information technology cadre at the middle and senior management level has one of the highest level of staff turnover in the Jamaican public sector.
- ❖ Recruitment of data entry staff and graduate entry level IT staff is not a problem. In fact there is surplus labour at this level.
- ❖ However, graduate entry level staff after gaining the necessary experience and after attaining additional qualification move on to the private sector or to the USA and other developed countries.
- ❖ The rapid turnover of IT staff at the middle and senior management level delays and disrupts smooth and effective implementation of many public sector projects.



GOJ Strategies to deal with the IT staff crisis

Below are some of the main strategies used by GOJ to address the IT staff crisis	
Strategy	
Training	Limited success – Some persons choose to repay bond instead of serving
Outsourcing	Expensive. Also not all work can be contracted.
Forming a Public sector IT Company	Despite the better salary package offered by the Co. attrition rate of skilled persons is high.



Other Problems

- The global recession is having a devastating effect on the Jamaican economy
- The revenue inflows to Government has drastically declined and, the Government is forced to slash its budget by over 20%
- A number of IT projects has been affected by these cuts. However the intention is to reinstate them when the crisis is over.



Investment in Technology

- Investments in technology is a costly experience.
- The cost of hardware, software, network infrastructure and skilled IT staff must be balanced against the long term benefit of the changes.
- The World Bank, IADB & CDB have for several decades been providing assistance to Jamaica to various IT projects.

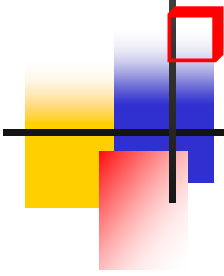


IT Staff on Multilateral/Bilateral Agencies Assisted Projects

- Multilateral/Bilateral assisted IT projects are able to attract and retain skilled IT staff for the duration of the project
- At the completion of the project, the high quality IT staff engaged moves on as Government is unable to match the salary paid to them under the project.
- However some amount of knowledge would have been transferred to the civil service during the project.



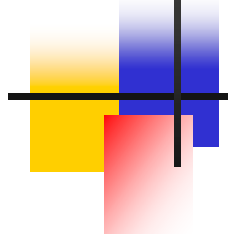
National Fruit – The Ackee



What more can we do?

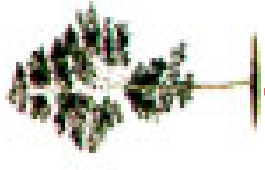
The following are some of the strategies being considered to deal with the challenges of attracting and retaining IT staff:-

- ❖ Offer flexible work schedules, part-time work or telecommuting opportunities
- ❖ Provide more training opportunities from both internal and external sources
- ❖ advertising IT job openings on select, on-line job sites and to receive applications from across the nation and from foreign countries
- ❖ Greater Co-operation with the private sector in sharing IT skills



Conclusion

Jamaica National Tree – The Blue Mahoe



- The process of attracting, recruiting, developing and retaining IT staff is a difficult task in a developing country
- We need to come together as a group of Caricom nations to formulate strategies to address this problem.
- We can share technology, experiences and skills among ourselves.
- Let us begin to talk and look at the how?.



FINANCIAL MANAGEMENT INFORMATION
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■ THANK YOU



Jamaican National Flag