



## PAPUA NEW GUINEA PUBLIC SERVICE

### JOB DESCRIPTION

#### 1. IDENTIFICATION

<b>AGENCY:</b> Prime Minister & NEC	<b>SYS. POSN. NO:</b>	<b>REF. NO:</b> IT 03
<b>OFFICE:</b>	<b>DESIGNATION/CLASSIFICATION:</b> SNR IT Officer Grade 16	
<b>DIVISION:</b> Corporate Services	<b>LOCAL DESIGNATION:</b> Senior IT Officer – Network & System Support	
<b>BRANCH:</b> Information Technology	<b>REPORTING TO:</b> DIRECTOR – IT	<b>SYS. POS. NO:</b> 459000103
<b>SECTION:</b>	<b>LOCATION:</b> Sir Manasupe Haus, WAIGANI	<b>REF. NO:</b> IT 01

#### HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
Org: 02/ 2016	08/04/2016	Prefix Change/JD Revised
Org: 01/2011	02/12/2011	Created

#### 2. PURPOSE

Oversees and manages all network and system support to the department and installation and maintenance of all IT infrastructure in the department.

#### 3. DIMENSIONS

Financial - Nil	Staff supervised – (1)	Others - Nil
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#### 4. PRINCIPAL ACCOUNTABILITIES

- Ensure all software, hardware and networking requirements are achieved in a timely manner.
- Ensure all computers are fully installed with appropriate software and connected to the Local Area Network (LAN) or the Wide Area Network (WAN).

#### 5. MAJOR DUTIES

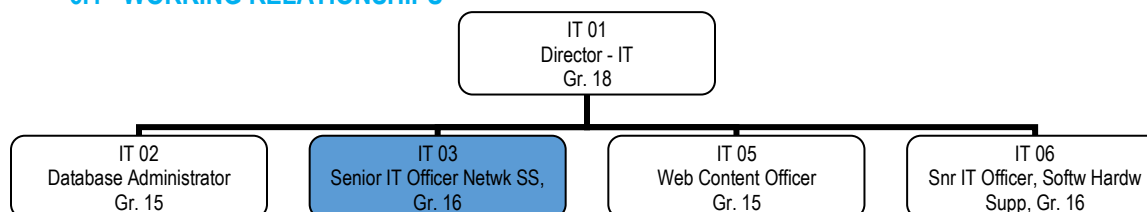
- 5.1 Monitor and maintain the department's computer systems and networks.
- 5.2 Design an adhoc Recovery Plan for the network system and develop a backup system for security purposes.

- 5.3 Provide reports as and when required by the managers and Director IT.
- 5.4 Implement and monitor the LAN and WAN usage and provide internet end-user policy for the department-wide network.
- 5.5 Consult with divisions and sections for network needs and provide solutions upon their request.
- 5.6 Responsible for all network system audits.
- 5.7 Responsible for running network applications to support systems and users..
- 5.8 Installing and configuring computer systems and networks.

## 6. NATURE AND SCOPE

The position provides advice and support to the Director – Information Technology and staff throughout the department on IT related matters. The position informs the Director – IT on any issues arising and refers matters for resolution.

### 6.1 WORKING RELATIONSHIPS



#### (a) Internal

- Reports to the Director – IT and maintains close consultation with all staff of the department.

#### (a) External

- Liaise and maintains a cordial network with all IT distributors and suppliers.

### 6.2 WORK ENVIRONMENT

The position is responsible for information technology services and is located in Waigani, however, when required official visits to government agencies within and outside of National Capital District to undertake clientele services is inevitable.

## 7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

### Rules/procedures

- Prime Minister and National Executive Council Act
- NEC Decisions
- Public Service (Management) Act 2014
- Public Service General Orders 2014
- Public Finance (Management) Act 2016
- Medium Term Development Plans (MTDP); 2015 - 2017

- National Strategic Development Plan 2030
- PNG Vision 2050 Strategic Directives
- Senior Contract performance metrics as indicated in the Contract document.
- Staff matters such as discipline must be handled with consultation with HRM.

### Decision

- Set goals, targets service standards and priorities for branch in line with Corporate Plan
- Direct activities and operation of the branch;
- Change procedures and processes of the performance of the branch;
- Make decisions to ensure the prompt resolution of contentious issues.
- Prepare requisitions for the branch's programs/activities.

### Recommendations

- Improvement to reporting activities and programs of the branches within the Department.
- Any recommendations made by the position will be in line with relevant legislations and Standard Practices and National Government major policy initiatives;

## 8. CHALLENGES

Key challenges for the job include: effective implementation of corporate communications on new initiatives and special programs within the Department.

## 9. QUALIFICATIONS, EXPERIENCES AND SKILLS

### (a) Qualifications

- Minimum of a Bachelor's Degree in Information Technology or Computer Science from a recognised tertiary Institution.

### (b) Knowledge:

- Working knowledge in information technology and networking systems and applications.
- Working knowledge of data cabling and software installation and maintenance.
- Thorough knowledge and good understanding of the Public Service (Management) Act, Public Employment Act, and the PS General Orders.

### (c) Skills - Ability to demonstrate the following skills at a high level:-

- Proficient in networking and software application.
- Sound knowledge of hardware maintenance.

### (d) Experience

Minimum of five (5) years work experience in a similar role within the public service or private sector.