



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: Prime Minister & NEC	SYS. POSN. NO: 67197	REF. NO: IT 04
OFFICE:	DESIGNATION/CLASSIFICATION: IT Officer Grade 14	
DIVISION: Corporate Services	LOCAL DESIGNATION: IT OFFICER – NETWORK & SYSTEM SUPPORT	
BRANCH: Information Technology	REPORTING TO: Senior IT Officer	SYS. POS. NO: 459000241
SECTION:	LOCATION: Sir Manasupe Haus, WAIGANI	REF. NO: IT 03

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	Abolish/Create

2. PURPOSE

Provide all networking and system support to the department and installation and maintenance of all IT infrastructures in the department.

3. DIMENSIONS

Financial - Nil	Staff supervised -Nil	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 on a Local Area Network (LAN) and Wide Area Network (WAN).

5. MAJOR DUTIES

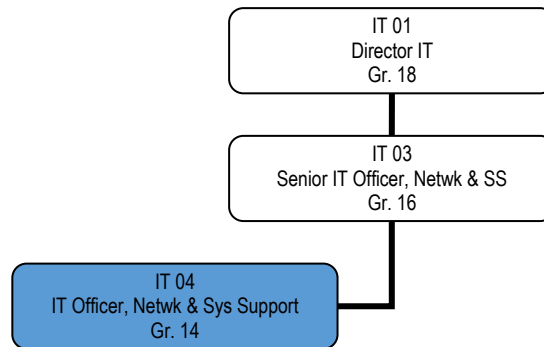
- 5.1 Manage all information technology networking & software requirements in the department.

- 5.2. Maintain routine support and maintenance of Department network and hardware system.
- 5.3. Assist Senior IT Officer carryout network and hardware tasks as required.
- 5.4. Monitor and maintain computer systems and networks.
- 5.5. Troubleshooting system and network problems and diagnosing and solving hardware faults.
- 5.6. Liaise with suppliers and service providers for latest software and hardware requirements.

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 Senior IT Officer – Network and System Support and maintain close consultation with all staff of the department.

(b) External

- Liaise and maintain a 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 –

- Job operates within the precincts of the Public Service General Order, Business Processes, Public Finance (Management) Act, DPM Circular Instructions.

- Constraints will be due to amendments to policies and legislations and restrictions imposed through government circulars and instructions like redrafting of human resource management policies, practices and procedures.
- Maintain high level of confidentiality of information.
- Maintain high level of work ethics and professionalism.

Decision- Nil

Recommendations - Nil

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 Bachelors Degree in Information Technology or Computer Science from a recognized tertiary institute.

(b) Knowledge: Must have excellent knowledge of the following:-

- Knowledgeable in information technology and networking systems and applications.
- Public Service General Orders
- Public Service Office Procedures
- Working knowledge of data cabling and software installation and maintenance.

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

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

(d) Experience

Minimum of three (3) years work experience in a similar role within the public service or private sector.