



PAPUA NEW GUINEA PUBLIC SERVICE



JOB DESCRIPTION

1. IDENTIFICATION

<b>DEPARTMENT:</b> Commerce and Industry	<b>SYS. POSN. NO:</b> 0230000068	<b>REF. NO:</b> CSIT.06
<b>WING:</b> Corporate Services	<b>DESIGNATION/CLASSIFICATION:</b> IT Support Officer	<b>GRADE:</b> 12
<b>DIVISION:</b> Corporate Services	<b>LOCAL DESIGNATION:</b> IT Support Officer	
<b>BRANCH:</b> Information & Communication Technology	<b>REPORTING TO:</b> Senior IT Support Officer	<b>SYS. POSN. NO:</b> 0230000256
		<b>REF. NO:</b> CSIT.05
<b>SECTION:</b> Information & Communication Technology	<b>LOCATION:</b> Waigani, P.O Box 375, NCD, Mutual Rumana, Ground Floor - 2 <sup>nd</sup> Floor	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
(Agency Reference / File No)	(Structure approved date)	(Record of how position has changed)
140	16 – 03 – 2000	Restructure
159	11 – 07 – 2007	Restructure
182 – OD 2.3 / 30062014	30 – 07 - 2015	Restructure
189	06 – 12 - 2018	Restructure

2. PURPOSE

The IT Support Officer will be assisting the Senior IT Officer with support and technical diagnosis for all internal computers and printers and peripherals, manage network and hardware infrastructure and security systems. This role is absolutely essential within the organization to ensure continuity. The Senior IT Officer will be also responsible for improving and initiating IT projects for recommendation to management and carrying out routine configuration and installation of IT solutions.

3. DIMENSIONS

The IT Support Officer reports directly to Senior IT Officer for all ICT duties.

4. PRINCIPAL ACCOUNTABILITIES

- 4.1 Installing and configuring software applications, hardware and network administering;
- 4.2 Provide support and efficiency of IT infrastructure;
- 4.3 Ensures the objectives of the branch are achieved in line with the Corporate and Management Plans;
- 4.4 Very familiar with Windows Server & Networking Environment and all Microsoft Office Applications and Programs;

5. MAJOR DUTIES

- 5.1 Provide efficient Software and Hardware Support services to users of the Department and the network system.



- 5.2 Provide enhanced and analytic feedback on the Network Systems progress including preparation of briefs and reports to the Manager ICT;
- 5.3 Provide Supporting role to Senior IT Support Officer in supporting the department's network, internet proxy and all computers and peripherals
- 5.4 Assist IT Administrator and Senior IT Support Officer to initiate results-based IT systems that is relevant and beneficial to the departments' scope of operation and in conformity to the ever changing IT industry.
- 5.5 Provide supporting role in carrying out systematic and accurate documentation of backups, maintenance tasks and procedures carried out on the departments IT network;
- 5.6 Provide and assist with the development of the IT infrastructure including installation of all software packages.
- 5.7 Perform other duties as directed by the Senior IT Officer and Manager – ICT.

## 6. NATURE AND SCOPE

The IT Support Officer is a senior technical position and:

1. Provide advice on ICT matters to the Senior IT Support Officer.
2. Collaborate with other Branch Heads on ICT matters.
3. Consult with clients on ICT matters.

### 6.1 Working Relationship

#### 6.1.1 Reporting

- To Senior IT Support Officer on ICT matters and consults with Assistant Secretaries on ICT related matters.

#### 6.1.2 Internal

- Director – Corporate Services on ICT matters.
- Manager – ICT on all ICT matters,
- Assistant Secretaries consultations with ICT matters.
- Consultations with Supervisors and senior officers on ICT work related matters.

#### 6.1.3 External

- Liaise with the Department of Communication & Information on ICT matters.
- Liaise with Telikom, Digicel, BMobile and other internet service providers on ICT procurement matters.
- Liaise with service providers and other clients on ICT procurement matters.
- Gather and compile relevant data and information to support ICT manager with documentation and report formulation.

### 6.2 WORK ENVIRONMENT

- This is a position responsible for providing strategic advice to the ICT Manager, other senior managers of the Department and external key stakeholders. The incumbent must be an experienced professional with extensive knowledge of Information Communication and Technology, data management processes both for domestic and international industry, commerce, trade and investment environment. The incumbent must have extensive and relevant managerial experience to be able to provide sound high level advice and produce strategic analytic reporting to Manager IT, top management and key stakeholders within.



## 7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

### 7.1 Rules and Procedures

The IT Support Officer is guided by:

- The Department Corporate Plan, Management Plan and various Management directives of the Department.
- Medium Term Development Plans (MTDP 11, 111)
- Various legislations including Public Service General Orders 2014, Public Service (Management) Act 2014, Public Finance (Management) Act, ICT Act and industry regulations.

### 7.2 Decision

- Set priorities and targets of the Branch,
- Set Branch work plans and activities,
- Review of Branch work plans and activities,
- Branch budget and sourcing,
- Consistent with Communications Acts, Regulations and Legislations.

### 7.3 Recommendations

- Relevant Branch strategies,
- Implementation of Department's ICT programs,
- Liaise with Department of Communication and Information.
- Proposals for upgrade or enhanced IT systems and evaluation existing system;
- Research, collate and submit relevant IT systems data;
- Improve and strengthen management and implementation of up-to-date monitoring and reporting processes.

## 8. CHALLENGES

- Compliance to existing laws and regulations,
- Encourage loyalty and maintain best business practices,
- Implementation of Branch strategies,
- NEC Directives and Decisions on Public Service matters,
- Commitment to change and adaptation,
- Stakeholder collaboration,
- Capacity building and teamwork,
- Budget and resourcing.

## 9. QUALIFICATIONS, EXPERIENCES AND SKILLS

### 9.1 Qualifications

- A minimum of a Bachelor's Degree in Information Communication Technology from a recognized university. A Master's Degree in a related field will be an advantage.

### 9.2 Knowledge

- Familiar with ICT industry standards and practices,
- Thorough knowledge of the Government policy framework,
- Basic knowledge of ICT hardware and software applications,
- Knowledge of national development plans including MTDP II & II,
- Knowledge of relevant ICT Regulations and protocols.





- Must have experience in supporting a wide range of software systems, ICT hardware products and technical infrastructure and technologies, as well as other range of specialized applications;
- Advanced knowledge about Windows Server Environment and be well versed with managing Windows Sever and administering Active Directory Domain Services (AD DS); MCSE Certification will be an advantage;
- Well versed and knowledgeable with research systems, Internet and communication configurations, design and analysis.

### 9.3 Skills

- Demonstrated leadership ability in managing the Branch,
- Demonstrated ability to build relations with staff and clients,
- Ability to negotiate and reach understanding on mutual outcomes,
- Maintain good image of the Department,
- Ability to analyze researches and issues and report writing,
- Computer literacy and use of appropriate software application

### 9.4 Work Experience

- A minimum of five (5) years relevant work experience at the middle management level in key government agencies or private sector with a strong background in Information and Communication Technology.

### STATEMENT SIGNED BY OCCUPANT OF THIS POSITION

In accordance with General Orders 2.40, I, \_\_\_\_\_ do solemnly declare that I will abide by the terms and conditions outlined under this Job Description as an officer of the Public Service of Papua New Guinea and may be held accountable or penalized for any breach of the Revised General Orders 2012 during my term of employment.

Signed: \_\_\_\_\_