



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



1. IDENTIFICATION

<b>DEPARTMENT:</b> Commerce and Industry	<b>SYS. POSN. NO:</b> 0230000257	<b>REF. NO:</b> CSIT.07
<b>WING:</b> Corporate Services	<b>DESIGNATION/CLASSIFICATION:</b> Website Administrator	<b>GRADE:</b> 12
<b>DIVISION:</b> Corporate Services	<b>LOCAL DESIGNATION:</b> Website Administrator	
<b>BRANCH:</b> Information & Communication Technology	<b>REPORTING TO:</b> Manager – Information & Communication Technology	<b>SYS. POSN. NO:</b> 0230000046
<b>SECTION:</b> Information & Communication Technology	<b>LOCATION:</b> Waigani, P.O Box 375, NCD, Mutual Rumana, Ground Floor - 2 <sup>nd</sup> Floor	<b>REF. NO:</b> CSIT.01

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 Website Administrator is responsible for managing and supporting the Department's Website. The incumbent will also be responsible for the overall leadership and strategic direction for the ongoing development and management of the website which will also include establishing and maintaining strategic direction of the organization collaboratively in the achievement of the organization's goals, in alignment with the overall strategic agenda of the ministry's core responsibilities. This role is absolutely essential within the organization to ensure systematic dissemination of information about the department's role as lead agency within the economic sector is echoes and managed well through of vital online information.

3. DIMENSIONS

The Website Administrator reports directly to Manager- Information & Communication Technology (ICT) for all duties.

4. PRINCIPAL ACCOUNTABILITIES

- 4.1 Responsible for exclusive management and monitoring of department's website;
- 4.2 Collaboration with departments divisional assistants to analyze, or resolve usability issues and identify or address the website's interoperability requirements;
- 4.3 Ensuring security and efficiency of website infrastructure;
- 4.4 Ensures the objectives of the branch are achieved in line with the Corporate and Management Plans;
- 4.5 Very familiar with Windows Server & Networking Environment;



## 5. MAJOR DUTIES

- 5.1 Responsible for development, maintenance and monitoring of the website;
- 5.2 Responsible for tracking, compiling, and analyzing web site usage data;
- 5.3 Develop and document guidelines for web site content and document application and website changes or change procedures;
- 5.4 Work in partnership with the Department Commercial Statutory Authorities (CSA) with integration initiatives, web communication design, tracking requests, and providing completion status updates.
- 5.5 Responsible for developing and implementing procedures for the website, and revising and testing of new software packages and other applications that may be used on management of the website;
- 5.6 Manage the content, functionality, and format of the web site. This includes periodic audits to insure the content is of relevance to the industry and on a timely basis;
- 5.7 Regularly liaise with IT Manager to initiate results-based website initiatives that is relevant and beneficial to the departments' scope of operation and in conformity to the ever changing IT industry.
- 5.8 Perform other duties as directed by the Manager – information & Communication Technology.

## 6. NATURE AND SCOPE

The Website Administrator is a senior technical position and:

1. Provide advice on ICT matters to the Manager – Information & Communication Technology
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 Manager – Information & Communication Technology on all 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

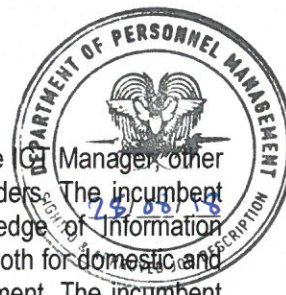
- Liaise with the Department of Communication & Information on ICT matters.
- Liaise with Telikom, Digicel, BMobile and other internet service providers on ICT procurement matters.
- Liaise with service providers and other clients on ICT procurement matters.
- Gather and compile relevant data and information 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 Website Administrator 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 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: \_\_\_\_\_