



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1.0 IDENTIFICATION

	POSN. NO: 0580000091	REF. NO: ICDT.88
DEPARTMENT: Information and Communication Technology	DESIGNATION/CLASSIFICATION: Grade 12	
OFFICE/AGENCY:	LOCAL DESIGNATION: Digital Government Business Analyst (DGOSS)	
DIVISION Digital Government & Information Delivery Wing	IMMEDIATE SUPERVISOR: Manager DevOps (Software Development)	POS. NO: 0580000091
BRANCH: Infrastructure and Shared Delivery	HIGHEST SUBORDINATE EM-Digital Govt & Shared Services	
SECTION:	LOCATION Waigani	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
Org:	17/03/21	Created as per the restructure of the Department.

2.0 PURPOSE

The Digital Government Business Analyst DGOSS is responsible for engaging in work efforts at various scales ranging from minor defects fixes and enhancements to assistance with development of new applications. They are also involved in various types of solution approaches (custom development, page implementation, etc.) and solution domains (business applications, data warehouses, web services, infrastructure, etc.)

3.0 DIMENSIONS

FINANCE Annual Branch budget plan	NO. OF STAFF SUPERVISED Direct: 0 Indirect: SOS	OTHER RESOURCES All Branch assets
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4.0 PRINCIPAL ACCOUNTABILITIES

- 4.1 Provide timely reports and briefs to the Manager DevOps (Software Development) on the business analysis programs and projects and administrative matters.

- 4.2 Effectively and efficiently to ensure targets and objectives for the work programs are achieved consistent with the Management Plan.
- 4.3 Build a relationship between stakeholders and the Digital Government Division relative to requirements, solutions and priorities.
- 4.4 Develop requirement documentation that will translate business needs into requirements that can be understood by the solution development team
- 4.5 Participate as needed in IT design reviews to ensure compatibility and interoperability of computing systems
- 4.6 Develop a knowledge of system capabilities and functions of assigned application software. Use this knowledge to recommend optimal solutions to business requirements that best leverages the product

5.0 MAJOR DUTIES

- 5.1 Provide reports to the Manager DevOps (Software Development) on the cyber services related issues across the whole of government and the digital economy.
- 5.2 Manage special projects as assigned by Digital Government Division
- 5.3 Provide advice and recommendations on emerging IT trends
- 5.4 Provide advice and consultation to other more junior Business Analysts on more difficult and complex assignments and implement ways to reuse requirements across projects
- 5.5 Ensure that proposed system features and requirements meet user needs and satisfy business objectives and initiatives
- 5.6 May assist in creation and implementation of test plans that are mapped to documented requirements
- 5.7 Ensure data processing methods in the government is according to an effective business model.
- 5.8 Create effective mechanisms to ensure whole of government data is according to the needs of digital government consumers.

6.0 NATURE AND SCOPE

As a frontline manager, the incumbent ensures data governance and where necessary undertake necessary remedial measures to intensify availability, usability, integrity, and security of data across the whole of government. Other roles of the Manager are;

- Produce reports on the types of data in use, stored and secured in the delivery digital government wing
- Assist and advise departments, agencies, provincial administrations and other agencies in relation to data governance.
- Build and maintain work team culture, advise, motivate and mentor staff to improve performance and commitment.

This is a Category (D) Public Service Senior National Contract position.

6.1 WORKING RELATIONSHIP

Internal

- Consult Manager DevOps for cyber security, digital delivery services, government shared services and administrative matters.

- Consult with other functional Branch Managers within the department on appropriate matters.
- Consult with Supervisors and Branch staff on administrative and work-related matters.

External

- Support the project development team (Dev-Ops), and the technical stakeholders both in the Public Sector and Private Sector who own different process and workflows,
- Support the Manager Software Development the Project team to liaise with appropriate stakeholders in business and public on Digital Government Services.
- Collaborate with other government departments, provincial administration, and academic institutions on digital government delivery.

6.2 WORK ENVIRONMENT

The Manager (Data governance) would generally be responsible to develop a knowledge of system capabilities and functions of assigned application software. Use this knowledge to recommend optimal solutions to business requirements that best leverages the product. He/She will be responsible for documenting the process and coordinating this through his managers to the project team.

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

The Officer guided by the;

- Internal management and operational policies of the Department,
- Government budget control measures,
- ICT and other relevant government development policies including MTDP 3,
- Public sector reforms,
- Public Service Code of Ethics and Conduct,
- ICT legislations and other relevant laws and regulations.

7.2 Decision

- Branch work plans and procedures
- Staff performance appraisal, training, and development
- Conflict management and resolution.

7.3 Recommendation

- Staff promotion, transfer, training, and development.
- New or revised work plans and activities.
- Work ethics and best practices.
- Policy and Standards advise

8.0 CHALLENGES

- Work culture, values and ethics.
- Negative work practices.
- Lack of staff capacity and resources.
- Lack of team work and participation.

9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS

9.1 Qualifications

Must possess a minimum bachelor's degree in computer science, communications technology or an appropriate discipline from a recognized university.

9.2 Knowledge

- Sound knowledge of ICT industry with emphasis on digital service delivery matters.
- Possess knowledge of integration and interoperability of digital services within a central database infrastructure.
- Conversant with open government conventions, Digital Transformation Policy, ICT regulations, MTDP III and other relevant government development policy priorities.
- Conversant with other relevant laws and regulations including Public Finance (Management) Act, and regulations, Public Service (Management) Act and PS General Orders.

9.3 Skills

- Demonstrated leadership and management ability and commitment to achievement of quality performance outcomes.
- Excellent communication skills in dealing with issues.
- Good interpersonal ability and work relationships with staff and people within and outside of the Department.
- Good analytical and negotiation skills.
- Maintain public service professionalism and probity.
- Maintain the image of the Department.
- Excellent computing skills and use of relevant software.

9.4 Work Experience

Possess at least three years of relevant work experience or qualification to support the business analyst role in both the private sector or government agency.

- Three years' experience as a business analyst or similar system/business support role supporting organization
- Understand or have experience and proficiency with government business processes, and understand inter-agency workflows.
- Three years' experience and proficient with core software applications, including Microsoft applications (Word, Excel, PowerPoint, Visio).
- Some experience with design and implementation of technical environments using various technologies and languages.
- Knowledge of importing data for use in report software, spreadsheets, graphs, and flow charts.
- Experience in one or more of the following disciplines: educational technology, financial systems including a firm understanding of generally accepted accounting principles, enterprise resource planning, customer relationship management, and human resource information systems.
- Experience working in a team-oriented, collaborative environment.
- Experience and exposure in SDLC methodologies, (such as AGILE), preferred