

**DEPARTMENT OF COMMUNICATION AND INFORMATION****JOB DESCRIPTION****1. IDENTIFICATION**

	POS. NO: 0580000093	REF. NO: ICDT.90
DEPARTMENT: Information and Communication Technology	DESIGNATION/CLASSIFICATION: Digital Government Liason Officer-GR12	
WING: Digital Government & Information Delivery Wing	LOCAL DESIGNATION: Digital Government Liason Officer	
DIVISION Infrastructure & Shared Services	IMMEDIATE SUPERVISOR: Manager Infrastructure & Shared Services	POS. NO: 0580000035
BRANCH: Digital Government & Shared Services	HIGHEST SUBORDINATE EM- Digital Government & Shared Services	
SECTION:	LOCATION Waigani, Port Moresby	

HISTORY OF POSITION

FILE NO.	DATE OF VARIATION	DETAILS
Org;	17/03/2021	Created as per the restructure of the department

2. PURPOSE

The Digital Government Liason Officer is required to liaise with Government agencies and stakeholders on the onboarding of the Government cloud and provide support and monitoring for the Government managed shared services.

3. DIMENSIONS

FINANCE	NO. OF STAFF SUPERVISED	OTHER RESOURCES
	Nil	

4. PRINCIPAL ACCOUNTABILITIES

- 4.1 To support, maintain and monitor operational matters relating to the Government Cloud Infrastructure for public bodies.
- 4.2 To Support and maintain the construction and delivery of the whole of the government's digital infrastructure and digital services.

5. MAJOR DUTIES

- 5.1. Develop innovative solutions to support Government Departments and Agencies on ICT related projects
- 5.2 Provide Tier 1 Support for onboarded Government departments and agencies that are using the Government Cloud Platform
- 5.3 Work on critical, highly complex customer scenarios that span across multiple AWS Accounts.
- 5.4 Provide after-hours support for Government Departments or Agencies.
- 5.5 Liaise with stakeholders for operationalizing Government Managed Shared Services.
- 5.6 Provide feedback and timely reports to the Digital Infrastructure and Shared Services Manager for all Government Managed Shared Services.

6. NATURE AND SCOPE

The Digital Government Liason Officer will be based at the head office in Waigani (Port Moresby) and will report directly to the Manager of Digital Government Shared services while coordinating with the senior Digital Government Project Liason officer to support operationalize Government managed shared services.

6.1 WORKING RELATIONSHIPS

Internal

- Department of Information & Communication Technology (DICT)

External

- Other Government Departments/Agencies

6.2 WORK ENVIRONMENT

This is a technical role and will have the incumbent working in a team-oriented environment.

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

Decision- Nil

Recommendations-Nil

8.0 CHALLENGES

The role will have the incumbent dealing directly with stakeholders and liaising with stakeholders and Government agencies on the technical issues and complex scenarios that span across multiple AWS Accounts during and after working hours.

9.0 QUALIFICATIONS, EXPERIENCES, AND SKILLS

9.1 Qualifications

Tertiary qualifications in Computer Science, Information Systems or any information Technology Discipline.

9.2 Knowledge

- Working with servers, Linux, and Microsoft-based products
- AWS cloud services-desired but not essential

9.3 Skills

- Troubleshooting high complex and technical customer queries
- Strong customer service, public speaking, and negotiating skills
- Report Writing and documentation.

9.4 Experience

- The incumbent should possess 2-3 years of experience in the Customer Service and Information Technology Industry.