



DEPARTMENT OF COMMUNICATION AND INFORMATION

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: Information and Communication Technology	SYS. POSN. NO.: 580000082	REF. NO.: ICDT.76
OFFICE: DICT	DESIGNATION/CLASSIFICATION: Executive Manager Digital Govt & Shared Services	
DIVISION: Digital Delivery Govt & ID	LOCAL DESIGNATION: Executive Manager Digital Govt & Shared Services	
BRANCH: Digital Delivery Govt & ID	REPORTING TO: Deputy Secretary – Digital Government & Information Delivery - ICDT.73	SYS. POS. NO.: REF. NO.:
SECTION: Digital Delivery Govt & ID	LOCATION: PORT MORESBY, WAIGANI	

HISTORY OF POSITION

FILE NO.	DATE OF VARIATION	DETAILS
		No change

2. PURPOSE

The Executive Manager Digital Government Delivery's core functional purpose is to lead the delivery of the Digital Government Plan and the align to the Digital Government Act 2022 to ensure the Digital Government Services are developed and the Digital Government Transformation and coordinate with all the Stakeholders both in the Public Sector and Private Sector space to drive the Digital transformation process and channeling this through the Digital Government Delivery Wing to support, coordinate and develop solutions, policies and strategies to ensure policy requirements are derived in the solutions to achieve the Governments Digital Economic Agenda. He / She is the Lead Executive Manager responsible for the Delivery of the Digital Government Agenda.

3. DIEMNSIONS

FINANCE Annual Budget	NO. OF STAFF SUPERVISED Direct: 12 Indirect: SOS	OTHER RESOURCES All Branch Assets
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4. PRINCIPAL ACCOUNTABILITIES

- 4.1 Coordinate with the Deputy Secretary Digital Government & Information Delivery and Government Agencies through the Technical Working Groups and ICT steering Committee and related entities on issues pertaining to the Digital Government Agenda especially those that are focused on Digital Government Delivery & Shared Services.
- 4.2 Lead the Planning, Review and re-align Digital Government Services strategically to address governments priorities and requirements and channel that through the Digital Delivery wing managers and the Policy Division, especially to the Monitoring and Evaluation Division.
- 4.3 Support and coordinate policy matters and issues pertaining to Digital Government Services and provide development feedback for monitoring and evaluation of the solutions related to the Government to Citizen focused services.
- 4.4 Initiate SCRUM meetings with cross-functional heads within the Digital Government Delivery wing for delegation purposes and to support development requirements to initiate project and gather resources.
- 4.5 Accountable for the Development of Digital Services and responsible for gathering Project requirements and project documents for Budgeting.
- 4.6 Review ICT Sector Projects for whole of Government specifically those that are citizen facing and ensure the uptake of digital services are address the policy agenda and Government Socio-Economic Development priorities.
- 4.7 Responsible for all the engagement within the ICT Sector both within the Government and Private sector to ensure Government captures all ICT relevant developments focused on citizens.

5. MAJOR DUTIES

- 5.1 Coordinate and oversee the alignment of e-government services to ensure a unified and cohesive digital experience across government platforms.
- 5.2 Facilitate the coordination of the GovPNG Technology Stack, supporting the digital transformation efforts across all government entities.
- 5.3 Oversee the construction and maintenance of a secure, scalable digital infrastructure that meets the needs of government services and improves efficiency.
- 5.4 Implement and enforce ICT standards and guidelines to maintain high-quality, reliable digital services throughout government platforms.

- 5.5 Lead the implementation of the e-government platform to streamline services, ensuring they are accessible and effective for citizens and stakeholders.
- 5.6 Strengthen digital integration and connectivity among government agencies to foster seamless collaboration and information sharing.
- 5.7 Collaborate on policy and standards development to align with the latest best practices and to support digital service delivery goals.
- 5.8 Provide strategic advice to the Deputy Secretary on best practices for digitalisation, ensuring alignment with government priorities.
- 5.9 Track the progress of digitalisation initiatives and provide regular reports on achievements, challenges, and areas for improvement.
- 5.10 Build partnerships with public agencies, private stakeholders, and development partners to strengthen support for digital government initiatives.
- 5.11 Support the implementation of awareness campaigns and communication strategies to promote e-government services and increase public engagement.
- 5.12 Oversee data security measures and ensure that digital infrastructure complies with privacy standards and protects sensitive information.
- 5.13 Work with relevant departments to provide training and development opportunities to ICT staff, enhancing digital transformation capabilities.
- 5.14 Coordinate with the HR branch to ensure ICT staff receive training and upskilling necessary to meet the demands of digital transformation and maintain expertise in emerging technologies.
- 5.15 Contribute to the development of internal policies, operational plans, business processes and systems to build overall capacity of the Department.
- 5.16 Assist in preparation of the corporate and management plans, PIPs and other projects, the annual management report (AMR), ministerial briefs, statements and reports.
- 5.17 Attend and represent the Department in meetings and fora.
- 5.18 Undertake other duties as directed by the Deputy Secretary Digital Government & Information Delivery

6. NATURE AND SCOPE

The Executive Manager Digital Govt & Shared Services is a member of the Department executive management team and contributes to;

- Ensure that management decisions are implemented
- Fostering close working relations with other government departments and agencies and provincial administrations in the application of digital technology programs to improve performance and service delivery.

- Coordinate dialogue with external stakeholders such as bilateral and multilateral partners development partners in securing technical assistance and aid funding for major ICT development projects and programs
- Assist in preparation of the Department's annual budget , NEC Submissions and planning of special projects
- Contribute to dialogue on major government policies and ICT initiatives through inter- agency forums.
- Build partnership with business, and SMEs to promote digital services in urban and rural areas.
- Promote and maintain the Public Service Code of Ethics and Conduct
- Maintain a safe and conducive work environment inclusive of the COVID-19 (Niupela Pasin) Policy.

6.1 WORKING RELATIONSHIPS

Internal

- Consult with Deputy Secretary Digital Government & Information Delivery on internal policy and administrative matters
- Consult with Deputy Secretary Policy & ET Wing on policy technical matters.
- Consult with other Executive Managers on policy and management issues
- Consult with Branch Managers on policy and management matters.

External

- Consult with NICTA and other regulatory authorities on ICT matters
- Consult with Finance, Treasury and National Planning & Monitoring on policy matters
- Consult bilateral and multilateral development partners
- Consult government departments, agencies and provincial administrations
- Consult business and citizens on ICT matters.

6.2 WORK ENVIRONMENT

The Executive Manager Digital Govt & Shared Services is a member of executive management team and contributes to management decision-making for the Department. The incumbent would possess appropriate expertise in ICT systems and infrastructure architecture, programming, digital technology applications and networks supported with solid experience in the management of large ICT infrastructure systems and networks as well as program planning and implementation.

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

The Executive Manager is guided by the;

- Mandate, internal management and operational policies of the Department,
- Annual recurrent budget of the Division.
- ICT legislations, policies and other relevant government priority development agenda
- Public sector reforms,
- Public Service Code of Ethics and Conduct.

7.2 Decision

- Divisional priorities, goals and objectives.
- Management, operational policies and procedures.
- Strategic review and change management.
- Conflict management and resolution.
- Commitment and expenditure of funds consistent Public Finance (Management) Act.

7.3 Recommendation

- Policy development and review,
- Strategic and operational plans,
- Reforms and change,
- Work ethics and practices,
- Staff capacity building,
- Internal business systems and processes.

8.0 CHALLENGES

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

9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS

9.1 Qualifications

Must possess a bachelor's degree computer science, digital technology or an appropriate discipline from a recognized university. Possession of a master's degree is an advantage.

9.2 Knowledge

- Possess expertise in ICT systems and platforms architecture with emphasis in digital technology services applications, digital platforms and network infrastructure, cloud engineering and relevant major world-wide technology platforms.
- Possess knowledge of research and analysis, strategic planning, policy planning and implementation.
- Conversant with PNG Digital Transformation Policy and Digital Legislation Act and other ICT laws and regulations.
- Familiar with the Vision 2050, MTDP 111 and other Government policies including the 2018 post APEC Digital Commitments.
- Conversant with other relevant laws and regulations including Public Finance (Management) Act, IFMS, Public Service (Management) Act and PS General Orders, relevant PNG.

9.3 Skills

- Demonstrated leadership and management ability, with focus on setting strategic priorities to achieve quality results or performance outcomes.

- Excellent oral and written communication skills and articulating complex technical issues.
- Demonstrated interpersonal ability to build and sustains good working relationships with staff internally and key stakeholders.
- Strong negotiation ability in influencing decisions to meet Department's corporate goals and objectives and mutual outcomes with stakeholders.
- Demonstrates public service professionalism and probity in maintaining the good image and reputation of the Department.
- Possess necessary expertise in computer engineering, programming, ICT systems and infrastructure architecture, digital technology applications and networks.

9.4 Work Experience

Must possess at least five years of relevant managerial work experience in managing large computer and digital technology networks and infrastructure systems, strategic and program planning and implementation in a major government agency or the private sector.