



## PAPUA NEW GUINEA PUBLIC SERVICE

### JOB DESCRIPTION

#### 1.0 IDENTIFICATION

<b>AGENCY:</b> Department of Information and Communication Technology	<b>SYS. POSN. NO:</b> 580000014	<b>REF. NO:</b> ICDT.77
<b>WING:</b> Digital Government & Information Delivery	<b>DESIGNATION/CLASSIFICATION:</b> Manager Gr.16	
<b>DIVISION:</b> Digital Government Office & Shared Services	<b>LOCAL DESIGNATION:</b> Manager Digital Government Delivery	
<b>BRANCH:</b> National Data Centre	<b>REPORTING TO:</b> Executive Manager -Digital Govt Delivery & Shared Services ICDT.76	<b>SYS. POS. NO:</b> <b>REF. NO:</b>
<b>SECTION:</b>	<b>LOCATION:</b> Waigani	

#### HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
Org:	1/08/20	Created as per the restructure of the Department.

#### 2.0 PURPOSE

The Manager Digital Government Delivery is responsible for the coordination and integration of digital government initiatives across agencies. This includes facilitating collaboration within government bodies, ensuring alignment with digital transformation objectives, and providing administrative and strategic support for digital initiatives that enhance government-wide interoperability and service delivery.

#### 3.0 DIMENSIONS

<b>FINANCE</b> Annual Branch budget	<b>NO.OF STAFF SUPERVISED</b> Direct: 2 Indirect: SOS	<b>OTHER RESOURCES</b> All Branch assets
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#### 4.0 PRINCIPAL ACCOUNTABILITIES

- 4.1 Provide support and advise to the Executive Manager -Digital Govt Delivery & Shared Services to coordinate and align digital transformation efforts across national agencies, ensuring compliance with GovPNG Technology Stack Approach and effectively overseeing Section 9 of the Digital Government Act 2022 ensuring that national agencies align to the digital transformation agenda and manage awareness.
- 4.2 Lead the coordination of digital government projects across various agencies to ensure cohesive planning and execution.

- 4.3 Promote and facilitate collaboration within government bodies to align efforts and improve integration of digital initiatives.
- 4.4 Ensure that the NDC facilities are maintained with minimal disruptions and the center is fully protected and secured 24/7.
- 4.5 Monitor and ensure that digital initiatives align with overarching digital transformation objectives and government priorities.
- 4.6 Provide strategic guidance and planning support to enhance the effectiveness of digital initiatives.
- 4.7 Drive efforts to improve interoperability across government platforms to facilitate seamless service delivery.
- 4.8 Oversee administrative functions to support the smooth operation and coordination of digital projects.
- 4.9 Ensure Track the progress of digital initiatives and report on key metrics, challenges, and achievements to inform leadership and support strategic adjustments.
- 4.10 Ensure effective management of staff work performance, training and development in collaboration with Human Resources Management Branch.

## **5.0 MAJOR DUTIES**

- 5.1 Develop timelines, assign resources, and oversee project milestones for digital government initiatives across agencies.
- 5.2 Facilitate regular meetings and workshops with stakeholders to ensure alignment and cooperation on digital initiatives.
- 5.3 Establish and manage communication channels, such as shared platforms or portals, to enhance interagency collaboration on digital projects.
- 5.4 Assess digital initiatives from various agencies to ensure they align with national digital transformation objectives and provide feedback as needed.
- 5.5 Create guidelines and best practices for digital government initiatives that support strategic alignment and implementation consistency.
- 5.6 Identify technical or operational challenges to interoperability and coordinate efforts to resolve them across government agencies.
- 5.7 Work with leadership to allocate resources effectively to support priority digital projects.
- 5.8 Oversee budgeting, resource management, and documentation processes to support seamless project execution.
- 5.9 Compile progress reports and updates on digital initiatives for government leadership, highlighting successes, challenges, and strategic opportunities.
- 5.10 Define and track key performance indicators (KPIs) to measure the impact and effectiveness of digital government projects.

- 5.11 Assist in drafting policies and frameworks to support digital transformation and guide agency-level digital initiatives.
- 5.12 Ensure that digital projects comply with established government standards and interoperability requirements.
- 5.13 Engage with key stakeholders, including agency representatives and external partners, to gain support and input on digital initiatives.
- 5.14 Regularly assess digital projects to identify areas for improvement and recommend adjustments to enhance performance and alignment with goals.
- 5.15 Represent the Department at various meetings, conferences and forums.
- 5.16 Undertake other duties as directed by the Executive Manager Digitalisation.  
business and citizens.
- 5.17 Support review of existing ICT network infrastructure to bolster e-government services across the whole of government.
- 5.18 Initiate and facilitate planning and development of new projects including PIPs for the NDC for approval by the Chief Technology Officer and Secretary.
- 5.19 Manage and promote staff performance, training and development in collaboration with Human Resources Branch to enhance knowledgeable and skilled staff.
- 5.20 Review of the annual work plan and programs including budget requirements, to achieve performance goals and targets.
- 5.21 Attend meetings and forums and undertake other duties as directed by the Executive Manager.

## **6.0 NATURE AND SCOPE**

The role of the Manager Digital Government Delivery is pivotal in advancing government-wide digital transformation efforts by ensuring cross-agency collaboration, alignment with national digital goals, and the successful integration of digital government initiatives. This managerial position requires a strong understanding of digital infrastructure, government operations, and project management to lead coordination and support efforts that enhance interoperability and improve service delivery. The role is highly collaborative and strategic, demanding skills in communication, facilitation, and problem-solving to address the complexities of digital projects spanning multiple agencies.

This position encompasses managing digital coordination across government agencies, fostering partnerships, and supporting the strategic development of digital initiatives. Key responsibilities include:

- Leading interagency efforts to plan, develop, and align digital government projects with national digital transformation goals. The role requires strategic oversight of initiatives that span departments, ensuring that projects complement each other and avoid redundancy.
- Facilitating the day-to-day coordination, administration, and support of digital projects, including organizing meetings, maintaining communication platforms, and managing resource allocation.

- Ensuring that digital government platforms are compatible and interoperable, enabling seamless service delivery across government agencies. This includes identifying integration challenges and coordinating solutions.
- Tracking and evaluating the progress of digital initiatives, developing metrics to measure impact, and preparing reports for government leadership that highlight achievements, issues, and recommendations.
- Assisting in the development and monitoring of policies, standards, and guidelines that govern digital transformation efforts and ensure adherence to best practices and government regulations.
- Engaging with agency representatives and external partners to gather input, build support, and communicate the vision and progress of digital transformation initiatives.

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

## 6.1 WORKING RELATIONSHIP

### Internal

- Consult with the Executive Manager -Digital Govt Delivery & Shared Services on digital government and sector coordination matters
- Consult with Executive Managers and other Branch Managers on staff and related matters.
- Consult with Branch staff on digital government and coordination matters.

### External

- Liaise with Sector Agencies and Secretariate in Digital Government and Coordination related matters.
- Liaise with ICT Ministerial Offices on Digital Government and Coordination issues.
- Liaise with relevant international development partners and other stakeholders on Digital Government programs and projects.

## WORK ENVIRONMENT

- This is a professional and managerial job and requires a person with significant experience and background in all facets of ICT Sector development and Digital Transformation.

## 7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

### 7.1 Rules and Procedures

The incumbent is guided by:

- The Department Corporate Plan, Management Plan and various Management directives of the Department
- Medium Term Development Plans (MTDP) IV
- Various legislations including Digital Government Act 2022, ICT Regulations, Public Service General Orders 2014, Public Service (Management) Act 2014, Public Finance (Management) Act, and industry regulations

### 7.2 Decision

- Set priorities and targets for the Branch
- Work plans and procedures
- Staff performance appraisal, recruitment, training and development
- Conflict management and resolution.

### 7.3 Recommendation

- Staff promotion, transfer, training and development.
- Work plans and activities.
- Work ethics and business best practice.

### 8.0 CHALLENGES

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

### 9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS

#### 9.1 Qualifications

Must possess a 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 the operations of the data centre.
- Possess knowledge of integration and interoperability of digital services within a central database infrastructure.
- Conversant with Digital Transformation Policy, ICT regulations, MTDP 111 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, management and organizational ability and commitment to achievement of quality performance outcomes.
- Excellent communication, analytical and negotiation skills.
- Good interpersonal ability and work relationships with staff and stakeholders.
- Maintain public service professionalism and probity.
- Maintain the image of the Department.
- Computer literate.

#### 9.4 Work Experience

Possess at least five years of relevant supervisory work experience in managing operations of a data centre infrastructure in a major government agency or the private sector.