



DEPARTMENT OF COMMUNICATION AND INFORMATION

JOB DESCRIPTION

1. IDENTIFICATION

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| | POSN. NO: 0580000034 | REF. NO: ICDT.78 |
| DEPARTMENT: Information and Communication Technology | DESIGNATION/CLASSIFICATION: Grade 14 | |
| OFFICE/AGENCY: | LOCAL DESIGNATION: Senior System Administrator | |
| DIVISION Digital Government Delivery & Information Delivery | IMMEDIATE SUPERVISOR: Manager Digital Government & Delivery | POSN. NO: 0580000034 |
| BRANCH: Digital Government Delivery | HIGHEST SUBORDINATE | |
| SECTION: | LOCATION Waigani | |

HISTORY OF POSITION

| FILE NO. | DATE OF VARIATION | DETAILS |
|----------|-------------------|-----------|
| Org. | 17.03.2021 | No change |

2. PURPOSE

The Network Access Engineer is responsible for managing access network management tasks and Network Management tools and assists in planning and designing and is responsible for all access network operations and maintenance routine.

3. DIMENSIONS

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|--------------------------------------|------------------------------------|---|
| Financial: Division annual budget | NO. OF STAFF SUPERVISED | OTHER RESOURCES Other Resources: Capital assets of the Department. |
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4. PRINCIPAL ACCOUNTABILITIES

- 4.1 Provide update on the access network implementation of key activities and projects in alignment to the Core function of Department of ICT. Also involved in internal and external discussions with Vendors and Partners in relation to the access network infrastructure for whole of government.
- 4.2 Work effectively with the Core Network and Hosting Infrastructure team to ensure quality of digital services is maintained and effectively delivered to government agencies.
- 4.3 Establish a conducive working environment with the Internal ICT team in each of the government agencies ensuring that there is a clear demarcation in responsibilities for an effective delivery of digital services.

5. MAJOR DUTIES

- 5.1 Provide support on the access network of the government to enable effective delivery of digital services. Work in collaboration with ICT team within government agencies in relation to network issues at their end.
- 5.2 Provide technical guidance in relation to the access network infrastructure to ensure best practices and network standards are adhered too for whole of government.
- 5.3 Research and analyze new network technologies and present suggestions for upgrades and improvements within the government access network.

6. NATURE AND SCOPE

- Senior System Engineer reports to the Manager for Digital Government and Delivery and is responsible for making sure the Network Operation Centre is up and running 24/7 for efficient and effective delivery of digital services to whole of government.
- Ensure the smooth deployment of new applications or digital services from the government physical hosting infrastructure to customer end which are government agencies.
- Monitoring system performance and configuring new software and hardware to support whole of government digital service delivery.
- Installing, configuring, testing and maintaining operating systems, application or digital services and system management tools supporting government agencies.

- Managing and monitoring all installed systems and infrastructure for whole of government
- Ensure the Network Operation Centre monitoring system is up and running at all times.
- Interface with government agencies to identify their ICT requirements or needs and work on solution deployment.

Provide support on the hosting infrastructure and network build and into operational stage.

- Undertake other duties as directed by the Manager – Digital Government Delivery

WORKING RELATIONSHIPS

Internal

- Consult Manager Digital Government Delivery on operational and projects update, and administrative matters
- Consult with other Branch Managers on appropriate matters.
- Consult with Supervisors and Branch staff on administrative and work-related matters.
- Consult with Division head providing advice and scope of work

WORK ENVIRONMENT

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

Rules and Procedures

The officer is guided by the;

- Internal management and operational policies of the Department,
- ICT and other relevant government development policies including MTDP 3,
- Public Sector Reforms
- Public Service Code of Ethics and Conduct
- ICT Legislation and other relevant law and regulations.

Decision

- Nil

Recommendation

Nil

8.0 CHALLENGES

- Poor network performance
- Network Growth
- Security
- Work culture, values and ethics.
- Negative work practices and behavior.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

Qualifications

- Must possess Degree in IT/Computer Science, Networking/Telecommunication or equivalent

Knowledge

- Possess knowledge in Routing and switching both for enterprise network and Service provider networks.
- Possess knowledge in computer networking
- Familiar with network monitoring and management tools.
- Having in-depth knowledge on Optical Fiber based network and Wireless network.

Skills

- Knowledge of telecommunications
- Ability to use your initiative
- Excellent attention to detail
- Logical thinking skills
- Ability to use your initiative

Experience

- 3 or more years of experiences working as a Network administrator/ System Administrator field or similar role.