



DEPARTMENT OF COMMUNICATION AND INFORMATION

JOB DESCRIPTION

1. IDENTIFICATION

	POSN. NO: 0580000042	REF. NO: ICCS.70
DEPARTMENT: Information and Communication Technology	DESIGNATION/CLASSIFICATION: System Analyst/ Programmer - Grade 14	
WING: Corporate Service	LOCAL DESIGNATION: System Analyst/ Programmer	
DIVISION Information Technology	IMMEDIATE SUPERVISOR: Manager - IT	POS. NO: ICCS.17
BRANCH: IT	HIGHEST SUBORDINATE	
SECTION:	LOCATION Waigani -PORT MORESBY	

HISTORY OF POSITION

FILE NO.	DATE OF VARIATION	DETAILS
	17/03/2021	Created

2. PURPOSE

Reporting to the ICT Manager the Officer is required to provide all technical ICT support services to the Department.

3. DIMENSIONS

Financial: Division annual budget	Total Staff Supervised: Direct: 0 Indirect: SOS	Other Resources: Capital assets of the Department.
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4. PRINCIPAL ACCOUNTABILITIES

- Ensure internal ICT network is operational and functional at all times
- Ensure ICT assets register is maintained for ICT asset distribution and management.
- Ensure effective and efficient management of ICT services consistent with the functional goals and objectives of the Corporate Plan and Management Plan.
- Ensure that system design meets the relevant functional and non-functional requirements, and work with solution architects to ensure requirements are compatible with reference architectures, strategies, policies, standards, and practices, including required security practices, policies, and architectures.

5. MAJOR DUTIES

- 5.1 Assist the IT Manager of the Branch to up-keep relevant networks with Development Partners, Industry Service Providers, Internal Systems Maintenance, Technical Support and related Projects;
- 5.2 Maximizing internet and intranet on information development issues in monitoring and maintaining the computer systems and networks for the Departments and Stakeholders; and
- 5.3 To promote the integration of human resource/intellectual capacity building skills being transferred by both Overseas and Local Training Providers for the Public Servants;
- 5.4 Reviewing operating systems and software frequently and making any adjustments necessary to keep them running well;
- 5.5 Testing the systems on a regular basis to ensure quality and function and troubleshooting technical issues
- 5.6 Training users on how to appropriately utilize their computer systems
- 5.7 To provide support, including writing instruction manuals for systems and relevant reports, etc., for the beneficiary parties; and

6. NATURE AND SCOPE

This position is based in the Department's Office at Down Town Port Moresby and reports to the ICT Manager and provides all systems programming and ICT support services to the staff of the Department. In doing so the Officer will ensure:

- the existing ICT systems and networks is maintained (operational and functional at all times) and upgraded as required
- all software applications used by staff are genuine and updated for the efficient discharge of Department's staff duties.
- the internet is constantly provided for Department usage.

6.1 REPORTING & WORK RELATIONSHIPS

Internal

- Reporting to the Manager-IT.

External

- Liaise with information management in other government agencies and source appropriate information technology to produce new system for the interest of the government;

- Collaborating with Digital Government and Information Delivery Wing, Policy and Emerging Technology Wing and the Projects team to resolve issues and ensuring solutions are viable and consistent; and
- Develop a Community Network for appropriate information technology sourcing.

6.2 WORK ENVIRONMENT

The Systems Analyst/ Programmer reports to the IT Manager and works with the Technical Officer and is responsible to provide all internal IT support services to the Department. The position is based in Down Town Port Moresby and from time to time as required may take up duty travels outside of Port Moresby.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

The Officer is guided by the;

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

7.2 Decision

- Corporate 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. CHALLENGES

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

- Lack of team work and participation.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

9.1 Qualifications

- Possess an appropriate Diploma/University Degree in Information Technology/Computer Science or a qualification acceptable to Public Service.

9.2 Knowledge

- Must be knowledgeable in computing & information technology (CIT) applications and technical knowledge.
- Knowledge of data modelling and data visualisation tools

9.3 Skills

- the ability to think logically
- a good memory of how software and operating systems work
- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- the ability to work well in a team
- problem solving skills
- Project management skills
- Ability to work under pressure and to tight deadlines
- knowledge of data modelling and data visualization tools
- the ability to prioritize your workload attention to detail.

9.4 Experience

- Must have served for more than three (3) years as a Systems Analyst/Programmer or similar in an established organization in the Public or Private Sector.
- Knowledgeable in Hardware and Software's
- Knowledge and experience in hyperconverged infrastructure (HCI) frameworks
- Possess knowledge in Networking (LAN, WAN, VLAN, Subnetting, etc)
- Knowledge and experience in the design and execution of application upgrades (including planning, test plan, execution)
- Experience with the following tech (desirable):
 - SQL Server 2014, 2016, 2019
 - AWS – EC2, S3
 - Windows 10/11 & Server 2019/2022 environment
 - VMware ESXi, vSphere/vCenter