



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



Form OD2.7

1. IDENTIFICATION

AGENCY: Works & Highways	SYS. POSN. NO:	REF. NO: 60CSICT06
WING: Corporate Services	DESIGNATION/CLASSIFICATION: Team Leader - Technical Support Grade 15	
DIVISION: Finance & Information Communication Technology	LOCAL DESIGNATION: Team Leader - Technical Support	
BRANCH: Information & Communication Technology	REPORTING TO: Technical Manager - Infrastructure & Technology	SYS. POS. NO: REF. NO: Grade 16 60CSICT02
SECTION: Infrastructure & Technology	LOCATION: Headquarter - Boroko	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
111 – 60 – A00	10/12/2021	Re-no, Re-class

2. PURPOSE

Serve as the Principle Technical Officer concentrating on the procuring, registering, deploying, managing and support of PCs, desktop operating systems and software, hardware and communication equipment of the department.

3. DIMENSIONS

Directly overseeing and coordinating the operations of the DoW general technical support manned by one Senior Technical Officers and three Technical Officers and one ICT Procurement Officer, the incumbent:

- Deploys and maintenance department's PCs, laptops, mobile devices, gadgets, desktop and mobile operating systems and software, hardware and communication equipment worth over millions of Kina.
- Ensures the branch deliver helpdesk ICT support to the more than 1000 employees of the department.
- Supervises 5 fulltime staff.

4. PRINCIPLE ACCOUNTABILITIES

Responsible for:

- 4.1 The overall day-to-day planning, acquiring, installing, coordinating, and managing all desktop and mobile based hardware, operating systems and applications that the user requires.
- 4.2 Deploying PC and related equipment in networked and standalone environments of the department.
- 4.3 Ensure security functions, proper maintenance, upgrades and ICT Hardware Equipment standards are being implemented at the end-user level.
- 4.4 Implementing, managing and maintaining the departments ICT equipment register and disposal process.
- 4.5 Ensuring that all aspects and phases of support are coordinated, monitored, logged, and resolved to a standard that consistently exceeds customer expectations.

5. MAJOR DUTIES

- 5.1 Supervise and lead the technical support team.

- 5.2 Plan, acquire, register and deliver ICT hardware, related equipment and software to the Department.
- 5.3 Lead the technical support team to provide day-to-day management and support of PCs, ICT equipment of the department.
- 5.4 Coordinate the implementation of security functions as well as ensuring that upgrades, maintenance releases and ICT Hardware Equipment standards are being implemented at the end user level.
- 5.5 Research on Information technologies, applications, and new user procedures to gain maximum effectiveness of the system.
- 5.6 Consult and liaise with suppliers/vendors on new software, equipment and upgrades, and upgrade when maintenance releases became available.
- 5.7 In consultation with the top-level management, initiate and maintain service level agreements (SLA) with vendors and service providers.
- 5.8 Maintain dialogue with ICT and telecommunications providers and regulators and while being up to date with the latest in the industry, provide advice to the top-level management.
- 5.9 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, devise and maintain naming conventions/schemes as well as an ICT register of all servers, computer, network and ICT equipment, policies, and procedures.
- 5.10 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, do the write up and maintaining of technical documentation on all installation and maintenance of all network based operating systems, applications and desktop software.
- 5.11 Coordinate or train users and support staff on the correct operation and usage of PC, related equipment, and software.
- 5.12 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, conduct tests and/or experiment on ICT technologies and solutions before recommending for implementation.
- 5.13 Provide/Maintain ongoing hotline support for users on access to applications on PC or Windows operating environment.
- 5.14 Carry out other duties as directed and consistent with the above.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

Reports to Technical Manager – Infrastructure & Technology.

Close working relationship with Technical Managers, Team Leaders, Principal Support Officers.

Has two direct subordinates:

- Senior Technical Officer – Desktop Support
- IT Procurement Officer

(b) External

Has good but regular contact with ICT and telecommunications regulator, organizations, companies, vendors and suppliers.

6.2 WORK ENVIRONMENT

Work may be performed in cramped or awkward positions. Exposure to safety hazards and temperature extremes, etc., including dust/fumes, tunnels, crawl spaces and ceiling areas and may involve use of ladder, electrical tools and sensitive test equipment. Job may require travel between buildings and off-site locations including call-up at short notice to provincial sites. The incumbent maybe required to work overtime and on weekends.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

Not Applicable.

8. CHALLENGES

Not Applicable.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

Tertiary Qualification, a Degree in Information Technology, Electronics or equivalent. Certification or accreditations in supporting Microsoft applications, ICT service delivery and/or supporting ICT hardware are added advantages.

A member of a recognised Information Technology Body, which may be acceptable to the Department of Personnel Management.

(b) Knowledge

Ability to implement and provide support to PCs/Laptops/Mobile devices/Gadgets, printers, peripherals and computer equipment and hardware.

Possess the ability to research on equipment use and support and more importantly document procedures. Have up to date knowledge on communications and networking technologies and Information and Communications Technology industry standards.

Knowledge on government procurement procedures and processes.

ICT knowledge relevant to the department use and application like PCs/laptops/mobile devices, helpdesk, inventory, VOIP, SDWAN, active directory, file sharing/email/collaboration/document management, cloud based services and hosting, SAN/NAS storage/backup, Antivirus/Firewall/IDS/IPS/Content Filtering, Virtualization, WAN optimization and Hyperconverged Infrastructure, and technologies and solutions from known vendors like Microsoft, Oracle, Cisco, Meraki, GLPI, doconcept, QNAP, VMware, Veeam, Kerio, Kaspersky, Riverbed, Mitel, HP, Dell, Lenovo and Nutanix.

(c) Skills

A self-confident, self-starter, highly motivated, positive, ambitious, and competent individual who is able to work with minimum supervision. Customer focused and possess the ability to maintain customer satisfaction using strong communication and listening skills coupled with the ability to analyse information, identify the issues and resolving the situation in a timely fashion and provide feedback where appropriate.

Proven team leadership, management and technical skills and possesses as well as demonstrates the ability to mentor and transfer skills. Demonstrates ability to manage and complete projects to the highest standard, with a meticulous attention to detail and within agreed deadlines.

Possess aptitude in expeditiously identify, troubleshoot and resolve PC and ICT equipment related issues.

(d) Work Experience

Minimum of 5 years experience as an Information Technology Professional with experience in the deployment and support of PCs/Laptops/Mobile devices/Gadgets, printers, peripherals and computer equipment, hardware and PC and mobile software deployment in a large organization and networking environment.