



PAPUA NEW GUINEA PUBLIC SERVICE



Form OD2.7

JOB DESCRIPTION

1. IDENTIFICATION

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| AGENCY: Works & Highways | SYS. POSN. NO: | REF. NO: 60CSICT08 |
| WING: Corporate Services | DESIGNATION/CLASSIFICATION: Principal Applications Support Officer Grade 15 | |
| DIVISION: Finance & Information Communication Technology | LOCAL DESIGNATION: Principal Applications Support Officer | |
| BRANCH: Information & Communication Technology | REPORTING TO: Technical Manager - Systems & Applications Grade 16 | SYS. POS. NO: REF. NO: 60CSICT03 |
| SECTION: Systems & Applications | LOCATION: Headquarter - Boroko | |

HISTORY OF POSITION

| FILE REF. | DATE OF VARIATION | DETAILS |
|----------------|-------------------|---------|
| 111 – 60 – A00 | 10/12/2021 | Create |

2. PURPOSE

Serve as software and/or application administrator of all department's software and applications running on system servers and infrastructure. Provide and maintain an organized and ongoing system of development, testing, management and support for the department's management information systems applications, application servers and web/intranet sites and servers.

3. DIMENSIONS

Not Applicable.

4. PRINCIPLE ACCOUNTABILITIES

Responsible for:

- 4.1 Coordinating as well doing the actual development, testing, and maintaining of all applications, software and related databases available on the department's computer systems.
- 4.2 Planning, coordinating and implementing of security measures to safeguard the department's applications and related databases in accordance with approved standard practices, policies and procedures.
- 4.3 Coordinating the planning, designing, testing, implementing, and maintaining of web/intranet pages/sites and associated activities and infrastructure.
- 4.4 The actual testing of current and working backup of applications/software running on systems.

5. MAJOR DUTIES

- 5.1 Work closely with the Principal Systems Support Officer & Senior Web & Application Support Officer on projects and task assignments that require collaboration. This includes systems and application upgrades, enhancements and attending to issues.
- 5.2 Be the software and/or application administrator of all department's software and applications running on system servers and infrastructure. This includes monitoring and ensuring the applications health are without errors and warnings, issue(s) escalated for external support and the backups are current and working.

- 5.3 Provide specialized applications/software support to the department's Oracle Financial Management (FMS), Human Capital Management (HCMS) and other information management systems and databases operating environment.
- 5.4 Coordinate as well as design and code programs for computer systems and mobile applications/devices relevant to the department and liaise with users to meet their requirements.
- 5.5 Perform analyses on software, web and mobile applications functionality and suggest improvements.
- 5.6 In liaison with the Technical Manager (Systems & Applications), during the course of a project or while maintaining a current application, consult with software development team, internal users and clients to improve application performance.
- 5.7 Coordinating the day-to-day activities pertaining to the web/intranet sites upkeep, performance, and continuity. This including pushing ongoing updates in liaison with the Media & Public Relations team of the department.
- 5.8 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, support the implementation of application upgrades and application enhancement projects.
- 5.9 In consultation and collaboration with the ICT Projects & Digital Transformation Section, deliver application and related documentation as well as coordinate and maintain current software and applications documentation.
- 5.10 Interact with other managers and team leaders in the ICT branch to ensure coordination and cooperation between teams.
- 5.11 Formulate and execute escalations for applications or software with major issues to senior management, and direct follow-up via direct reports.
- 5.12 Maintain dialogue with ICT providers and relevant entities and while being up to date with the latest in the industry, provide advice to the top-level management.
- 5.13 Interacts with other managers and team leaders in the ICT branch on emerging department needs and develop innovative solutions to meet them.
- 5.14 Specialist responsibility for a particular technical issue on database and related application security, network configuration, quality assurance and standards.
- 5.15 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, conduct tests and/or experiment on ICT technologies and applications before recommending for implementation.
- 5.16 Train users on database applications usage.
- 5.17 Carry out other duties consistent with the above and as directed.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

Reports to Manager (Systems & Applications).

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

Has one direct subordinate:

- Senior Web & Applications Support Officer

(b) External

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

6.2 WORK ENVIRONMENT

Work will be performed on the workstation almost all the time and will be required to visit any of department's offices, divisions, branches or provincial offices. The incumbent may be 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 Computer Science, Information Technology or related qualifications and can show the tertiary ability to perform on the job. Certification or accreditations in computer programming languages and maintaining web sites, web and mobile applications and/or related databases, are added advantages.

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

(b) Knowledge

Familiarity with Web servers, FTP, Web publishing and maintaining a Website/Intranet.

Posses the ability to research on applications and databases and more importantly document procedures. Have up to date knowledge on the current trends in the department related applications and database hosting and maintenance as well web and mobile applications that can be relevant to the department.

(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 possesses 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.

Possess technical skills and demonstrates the ability to mentor and transfer skills. Has the ability to complete projects to the highest standard, with a meticulous attention to detail and within agreed deadlines.

(d) Work Experience

Minimum of 5 years experience in ICT with 3 of these in systems and application development and/or support roles. Hands- on experience in managing small team or system/application development and maintenance team will be an added advantage.