



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



Form OD2.7

1. IDENTIFICATION

AGENCY: Works & Highways	SYS. POSN. NO.:	REF. NO: 60CSICT09	
WING: Corporate Services	DESIGNATION/CLASSIFICATION: Principal ICT Projects & Trends Officer Grade 15		
DIVISION: Finance & Information Communication Technology	LOCAL DESIGNATION: Principal ICT Projects & Trends Officer		
BRANCH: Information & Communication Technology	REPORTING TO: Technical Manager - ICT Projects & Digital Transformation Grade 16	SYS. POS. NO.:	REF. NO: 60CSICT04
SECTION: ICT Projects & Digital Transformation	LOCATION: Headquarter - Boroko		

HISTORY OF POSITION

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

2. PURPOSE

To implement the overall operations of digital transformation and business process streamlining initiatives, ICT Projects, trends, upgrades and enhancements on key strategic infrastructures, systems, applications, and databases for the department and supporting agencies. Develop, document, maintain and ensure the compliance of department's ICT infrastructure, systems, applications, databases, policies, procedures, processes, conventions, and standards of the department.

3. DIMENSIONS

Not Applicable.

4. PRINCIPLE ACCOUNTABILITIES

Responsible for:

- 4.1 Delivery of digital transformation and business process streamlining initiatives, ICT Projects, Upgrades, changes based on the department and ICT strategies and programs, business objectives and current trends.
- 4.2 Managing smaller or less complex projects to meet customers' needs and expectations through the coordination of service delivery within the Branch e.g. installation of 10 PC's or development of website. The provision of ICT support to specific groups of customers related to the project is also required.
- 4.3 Actively involved through assisting and/or coordinating of larger or more complex ICT projects.
- 4.4 Developing and writeup documentation on all DoWH ICT systems, applications, databases policies, procedures, processes, standards, templates and naming schemes/conventions as well as maintaining a register/library of them.

5. MAJOR DUTIES

- 5.1 Assist the Technical Manager (ICT Projects & Digital Transformation) establish this newly created ICT Projects & Digital Transformation Section.

- 5.2 Use digital technologies to create new or modify existing business processes, culture, and user experiences to meet changing government, department, business and market requirements. This includes ensuring that these digital transformation initiatives are followed through and implemented as a project or task.
- 5.3 In consultation and interaction with other affected sections of the ICT branch take the lead or delegate in the implementation of new technology, trends, system, infrastructure, applications, and databases relevant to the department and supporting agencies that meet strategic business objectives and initiatives. This includes ensuring that they are followed through and implemented as a project or task.
- 5.4 Provide advice where required, but most importantly implement updates, upgrades, and changes and the smooth handing over of ongoing maintenance and support responsibilities to the affected sections.
- 5.5 In consultation and interaction with other sections of the ICT Branch, do the write up and maintaining of technical documentation on all installation and maintenance of all infrastructure, information management systems, applications, and databases.
- 5.6 Interacts with other managers and team leaders in the ICT Branch to ensure coordination and cooperation between teams.
- 5.7 Formulate and execute escalations for projects with major issues to senior management, and direct follow-up via direct reports or project team members.
- 5.8 Assist and the coordinate larger or more complex ICT projects.
- 5.9 Lead or coordinate a team of ICT professionals in smaller, less complex projects and programs to achieve key business objectives. It includes ensuring that ICT projects Technology Components are properly prioritized, completed satisfactorily, on time and to budget estimates.
- 5.10 In close consultation and interaction with the affected section of the ICT Branch, conduct tests and/or experiment on ICT technologies and applications before recommending for implementation.
- 5.11 Develop, maintain and/or the writeup and documentation of the department's ICT Processes, Policies, Procedures, Conventions and Standards.
- 5.12 Maintain a digital library/database of DoWH computer/system/infrastructure/documentation naming schemes/conventions and templates and ensure they are implemented in close consultation and collaboration with other sections of the ICT Branch.
- 5.13 Carry out other duties consistent with the above and as directed.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

Reports to Technical Manager (ICT Projects & Digital Transformation).

Close working relationship with Technical Managers, Team Leaders and Principal Support Officers of the ICT Branch.

(b) External

Has good but regular contact with ICT and telecommunications 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 maybe required to work overtime and on weekends.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

Not Applicable.

8. CHALLENGES

There remains undocumented the departments systems, infrastructure, applications, and databases, processes, policies, procedures, conventions and standards, and the incumbent will be required to assist the Technical Manager (ICT Projects & Digital Transformation) manage, coordinate, and implement the documentation as well as setup and maintain a digital library/database on them.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS**(a) Qualifications**

Tertiary Qualification, a diploma or Degree in Computer Science, Information Technology or related qualifications and can show the tertiary ability to perform on the job.

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

(b) Knowledge

Possesses the ability to research and apply new ICT technologies and products to improve business processes, overall productivity and in turn achieve business objectives. Have up to date knowledge on communications and networking technologies and Information and Communications Technology industry standards.

Sound knowledge on the documentation of ICT systems, policies, procedures, processes, standards and conventions.

(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.

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 ICT Projects and/or documentation roles. Hands-on experience in managing smaller to larger ICT projects and/or formulating/writing up ICT policies, procedures, processes and documentation will be an added advantage.