



PAPUA NEW GUINEA PUBLIC SERVICE

**JOB DESCRIPTION**



Form OD2.7

**1. IDENTIFICATION**

<b>AGENCY:</b> Works & Highways	<b>SYS. POSN. NO:</b>	<b>REF. NO:</b> 60CSICT12	
<b>WING:</b> Corporate Services	<b>DESIGNATION/CLASSIFICATION:</b> Senior Technical Officer - Telecommunications Grade 13		
<b>DIVISION:</b> Finance & Information Communication Technology	<b>LOCAL DESIGNATION:</b> Senior Technical Officer - Telecommunications		
<b>BRANCH:</b> Information & Communication Technology	<b>REPORTING TO:</b> Team Leader - Networks & Data Centre	<b>SYS. POS. NO:</b> Grade 15	<b>REF. NO:</b> 60CSICT05
<b>SECTION:</b> Infrastructure & Technology	<b>LOCATION:</b> Headquarter - Boroko		

**HISTORY OF POSITION**

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

**2. PURPOSE**

Do the actual installation, maintenance, troubleshooting and repair of all telecommunications and network related wiring, equipment and systems, and support for voice, video and data network.

**3. DIMENSIONS**

Not Applicable.

**4. PRINCIPLE ACCOUNTABILITIES**

Responsible for:

- 4.1 Installing, troubleshooting and repairing all telecommunications and network related issues and associated equipment in support of the voice, video and data network.
- 4.2 Assist in managing and maintaining all voice, video and data communication network.

**5. MAJOR DUTIES**

- 5.1 Install and repair voice, video and data communications lines and equipment for computer, video, telephony and communication systems, using hand tools and test instruments: Reviews fault reports to move, change, install, repair, or remove data communications equipment, such as modems, cables, and wires.
- 5.2 In close collaboration with Senior Technical Officer – Network, troubleshooting and resolving all telecommunications and network related problems. This includes providing support to rectify downed links and reporting downed circuits to Telkom and others service providers to rectify.
- 5.3 First point of contact on the all physical installation and maintenance of copper and fiber optical cabling, and satellite, wireless and radio communications. This includes taking the lead in installation tasks/projects.
- 5.4 Identify, terminate and install common network and communication cables or wires and connectors to prescribed cable rules and standards. This includes running, pulling, splicing and terminating cables as necessary to establish both voice and data networks for the department.

- 5.5 Schedules and/or coordinates services (e.g. repairs, installations, removal of equipment, preventative maintenance, etc.).
- 5.6 Operate convergence technologies which include IP protocols, voice-over convergence and other fundamentals of telecommunication.
- 5.5 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.
- 5.6 In close consultation and interaction with the ICT Projects and Digital Transformation Section, write up, update and maintain appropriate and required documentation of telephone and other communications and cabling system.
- 5.7 Carry out other duties as directed and consistent with the above.

## **6. NATURE AND SCOPE**

### **6.1 WORKING RELATIONSHIP**

#### **(a) Internal**

Reports to Team Leader (Networks & Data Centre)

Close working relationship with Senior Technical Officers, Network, Server and Technical Support.

#### **(b) External**

Has good contact with telecommunications 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 requires daily 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**

An accredited tertiary Qualification in electronics and telecommunications, preferably from Telikom PNG Training College or show tertiary ability in installing and maintaining telephony, voice, video and data networks and systems. A cabling certification from NICTA and appropriate knowledge and experience on copper and optical fibre cabling are added advantages.

### **(b) Knowledge**

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.

**(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.

Demonstrates ability to manage and complete projects to the highest standard, with a meticulous attention to detail and within agreed deadlines.

**(d) Work Experience**

A minimum of 3 years experience in the telecommunications industry with a year or more as a telecommunications or telephone technician or a more related role. Exposure to installation and support of telephony, video and data networks and systems will be much desirable.