PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: **Works & Highways**	**SYS. POSN. NO:**	**REF. NO:** **60CSICT14**	
WING: **Corporate Services**	**DESIGNATION/CLASSIFICATION:** **Senior Database & System Support**	**Grade 13**	
DIVISION: **Finance & Information Communication Technology**	**LOCAL DESIGNATION:** **Senior Database & Systems Support**		
BRANCH: **Information & Communication Technology**	**REPORTING TO:** **Principal Systems** **Support Officer Grade 15**	**SYS. POS. NO:**	**REF. NO:** **60CSICT07**
SECTION: **Systems & Applications**	**LOCATION:** **Headquarter - Boroko**		

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
111 – 60 – A00	**10/12/2021**	**Reno, Re-class, Re-design**

2. PURPOSE

Assist in the actual provision of system administration and support tasks of various systems and servers hosting relevant and/or critical software, applications and databases of great relevance to the department.

3. DIMENSIONS

Not Applicable

4. PRINCIPLE ACCOUNTABILITIES

Responsible for the actual maintaining of all systems and related databases available on the department's computer systems.

5. MAJOR DUTIES

5.1 Assist the Principal Systems Support Officer and work closely with the Principal Application Support Officer and Senior Web & Applications Support Officer on projects and task assignments that requires collaboration. This includes systems and applications upgrades, enhancements and attending to issues.

5.2 Assist the system administrator (Principal Systems Support Officer) on providing administrative and support tasks of various systems and servers hosting relevant and/or critical software, applications and databases of great relevance to the department. This includes monitoring and ensuring the systems and databases health are without errors and warnings, issue(s) escalated for external support and the backups are current and working.

5.3 Provide support to the department's Oracle Financial Management (FMS), Human Capital Management (HCMS) and other information management systems and databases operating environment.

5.4 Provide telephone and email helpdesk support to users of various DoWH information management systems. This includes escalating more complex issues raised to the Principal Systems Support Officer and Technical Manager (Systems & Applications) eventually.

5.5 In close consultation and collaboration with the ICT Projects & Digital Transformation Section and Principal Systems Support Officer implement system upgrades and enhancements.

5.6 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, update and maintain current software and applications documentation.

5.7 Formulate and execute escalations for systems and databases with major issues to senior management, and direct follow-up via direct reports.

5.8 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.

5.9 Train users on system and database applications usage.

5.10 Carry out other duties consistent with the above and as directed.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

Reports to Principal Systems Support Officer

Close working relationship with Principal Application Support Officer and 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 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, preferably a diploma or 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, system administration of Linux and Windows server operating systems, database applications and/or databases support, are added advantages.

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

(b) Knowledge

General understanding of routine maintenance, recovery, and handling failover of a Database. Must have the ability to program in various computer programming languages, preferably Unix shell, Microsoft SQL Server, Oracle DBMS, and develop database using SQL.

Possess the ability to research on systems and databases and more importantly document procedures. Have up to date knowledge on the current trends in the department related system and database hosting and maintenance.

(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 3 years' experience in ICT with 1 or more of these in systems and application development and/or support roles.