



PAPUA NEW GUINEA PUBLIC SERVICE



Form OD2.7

**JOB DESCRIPTION**

**1. IDENTIFICATION**

<b>AGENCY:</b> Works & Highways	<b>SYS. POSN. NO:</b>	<b>REF. NO:</b> 60CSICT15
<b>WING:</b> Corporate Services	<b>DESIGNATION/CLASSIFICATION:</b> Senior Web & Applications Support Officer Grade 13	
<b>DIVISION:</b> Finance & Information Communication Technology	<b>LOCAL DESIGNATION:</b> Senior Web & Applications Support Officer	
<b>BRANCH:</b> Information & Communication Technology	<b>REPORTING TO:</b> Principal Applications Support Officer Grade 15	<b>SYS. POS. NO:</b>  <b>REF. NO:</b> 60CSICT08
<b>SECTION:</b> Systems & Applications	<b>LOCATION:</b> 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 software and/or application system administration and support tasks 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 Doing the actual development, testing, and maintaining of all applications, software and related databases available on the department's computer systems.
- 4.2 Planning, designing, testing, implementing, and maintaining of web/intranet pages/sites and associated activities and infrastructure.

**5. MAJOR DUTIES**

- 5.1 Assist the Principal Applications Support Officer and work closely with the Principal System Support Officer and Senior Database & Systems 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 software and/or application administrator (Principal Applications Support Officer) on providing administrative and support tasks 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 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 In liaison with the Principal Applications Support Officer, perform analyses on software, web and mobile applications functionality and suggest improvements.
- 5.6 Undertake 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.
- 5.7 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, support the implementation of application upgrades and application enhancement projects.
- 5.8 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.
- 5.9 Formulate and execute escalations for applications or software with major issues to senior management, and direct follow-up via direct reports.
- 5.10 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.
- 5.11 In close consultation and collaboration with the ICT Projects & Digital Transformation Section, involve in conducting tests and/or experiment on ICT technologies and applications before recommending for implementation.
- 5.12 Train users on database applications usage.
- 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 Manager (Systems & Applications).

Close working relationship with Principal Systems Support Officer and Senior Database & Systems 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, a 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 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.

Possess 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 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.