



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



Form OD2.7

1. IDENTIFICATION

AGENCY: Works & Highways	SYS. POSN. NO:	REF. NO: 60CSICT16
WING: Corporate Services	DESIGNATION/CLASSIFICATION: Senior Digital Transformation & Documentation Officer Grade 13	
DIVISION: Finance & Information Communication Technology	LOCAL DESIGNATION: Senior Digital Transformation & Documentation 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	Reno, Re-class, Re-design

2. PURPOSE

To do the actual implementation of digital transformation and business process streamlining initiatives, digitalization and digitization efforts and requirements of the department. Develop and maintain documentation on the 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 Assist in the 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 Assist in managing or coordinating 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 in the digitalization and digitization efforts and requirements of the department.
- 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 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 being actively involved in projects or tasks developed from these digital transformation initiatives.

- 5.2 Implement new technology, trends, system, infrastructure, applications, and databases relevant to the department and supporting agencies that meet strategic business objectives and initiatives. This includes being actively involved in projects or tasks created for these purposes.
- 5.3 Actively involved in implementing a/ various digitization and/or digitization initiative(s) to achieve certain outcome(s).
- 5.4 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.
- 5.5 Formulate and execute escalations for projects with major issues to senior management, and direct follow-up via direct reports or project team members.
- 5.6 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.
- 5.7 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.
- 5.8 Develop, maintain and/or the writeup and documentation of the department's ICT Processes, Policies, Procedures, Conventions and Standards.
- 5.9 Help 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.
- 5.10 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, Principal Support Officers and the Principal ICT Projects and Trends Officer.

(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) and Principal ICT Projects & Trends officer implement the documentation as well as setup and maintain a digital library/database on them.

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.

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 3 years experience in ICT with 1 or more of these in ICT Projects, documentation and digitalization/digitization related roles. Hands- on experience in managing or coordinating smaller projects and/or formulating/writing up ICT policies, procedures, processes and documentation will be an added advantage.