



PAPUA NEW GUINEA PUBLIC SERVICE



Form OD2.7

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: Works & Highways	SYS. POSN. NO:	REF. NO: 60CSICT17
WING: Corporate Services	DESIGNATION/CLASSIFICATION: Network Support Officer Level 2 Grade 12	
DIVISION: Finance & Information Communication Technology	LOCAL DESIGNATION: Network Support Officer Level 2	
BRANCH: Information & Communication Technology	REPORTING TO: Senior Technical Officer - Network Grade 13	SYS. POS. NO: REF. NO: 60CSICT10
SECTION: Infrastructure & Technology	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 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 network and related issues and associated equipment in support of the voice, video and data network.
- 4.2 Assist in managing, monitoring and maintaining all voice, video and data communication network.
- 4.3 Assist in implementing security functions throughout the network infrastructure.

5. MAJOR DUTIES

- 5.1 Assist the network administrator (Team Leader – Network & Data Centre) and Senior Technical Officer (Network) providing management, monitoring and support to the LAN/WAN infrastructure.
- 5.2 Assist configure, install and maintain all communications, security and network device to department's prescribed standards. This includes Cisco and Riverbed technologies infrastructure and network firewalls, security devices, proxies, SDWAN & WAN optimization devices, routers and switches.
- 5.3 Assist Senior Technical Officer (Telecommunications) 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.
- 5.4 Monitor the provincial communication links, Internet gateways and connections and provide support to rectify downed links and reporting downed circuits to Telikom and others service providers to rectify. Status reports on the links are expected to be produced and provided to various stakeholders.

- 5.5 Identify, terminate and install common network and communication cables or wires and connectors to prescribed cable rules and standards.
- 5.6 Troubleshooting and resolving all network related problems. This includes PC configuration.
- 5.7 In close consultation and interaction with the ICT Projects and Digital Transformation Section, assist the network administrator and Senior Technical Officer (Network) devise and maintain naming conventions as well as a register of all servers, computer, network equipment, policies and procedures.
- 5.8 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.
- 5.9 Specialist responsibility for a particular technical issue on security, network and communication devices configuration, quality assurance and standards.
- 5.10 Carry out other duties as directed and consistent with the above.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

Reports to Senior Technical Officer - Network

Will be required to attend to job requests from Team Leader-Networks & Datacentre, Senior Technical Officers, Telecommunications, Server and the Technical Support section/Management Information Systems branch.

(b) External

Has good contact with ICT and telecommunications organizations, companies, vendors and suppliers.

6.2 WORK ENVIRONMENT

Job will be performed either at the workstation or 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 Networking, Telecommunications or ICT and show tertiary ability in installing and maintaining network, communication and/or server associated equipment. Certification or accreditation in Cisco devices, SDWAN and WAN optimization devices, cabling certification (or eligible) from NICTA and appropriate knowledge and experience on copper and optical fibre cabling; are all 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.

Knowledge on networking, TCP/IP, IP Network subnetting and network 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.

A multi-skilled person who possesses the aptitude in expeditiously identify, troubleshoot and resolve network and communications related issues.

(d) Work Experience

A minimum of 2 years' experience in a network related environment with a further year experience as a network/computer support technician or a more related role.