PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: Public Services Commission	SYS. POSN. NO: 0500000078	REF. NO: COMCS.013
OFFICE: Public Services Commission	DESIGNATION/CLASSIFICATION: IT Support Officer – Corporate Services – Grade 12	
DIVISION: Corporate Services	LOCAL DESIGNATION: IT Support Officer – Corporate Services	
BRANCH: IT Branch	REPORTING TO: REF. NO: IT Manager – Corporate Services	SYS. POS. NO:
SECTION: IT Branch	LOCATION: WAIGANI	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
O&AS3-2-20	20.10.200	Created.
O&AS3-2-20	14.11.2001	J.E. Reclassified. Adopted new concept of J.D & Revised Duties.
O&AS3-2-20	12.09.2003	Created.

2. PURPOSE

To provide frontline IT support to the staff of the Commission

3. DIMENSIONS

Assist Manager IT with the activities of the Branch including duty / official travels and stationaries requirements for the Branch. It has a total staff level of four (4) with three (3) reporting directly on matters concerning the operations of the Branch.

4. PRINCIPLE ACCOUNTABILITIES

- To provide technical support to requests from users for all PC hardware, software and associated peripherals.
- To redirect or escalate support requests to the appropriate members of the IT Branch.
- To pro-actively provide information to users on the progress of outstanding support calls.
- To deploy PCs and associated peripherals including new installations and the redeployment of existing equipment.
- To install and configure operating systems to agreed standards under the direction of the IT Manager
- To install and configure software to agreed standards under the direction of the IT Manager.

ORGANISATION DESIGN & DEVELOPMENT

APPROVED JOB DESCRIPTION

DATE: 28 / 07 / 2014

SIGNATURE:

- To maintain the existing PCs and peripherals to standards determined by the IT Manager, by performing upgrades, new installations and carrying out routine procedures.
- To assist in the compilation and maintenance of an accurate inventory of all IT hardware and software.
- To provide at all times a professional, courteous and rapid response to individual users.
- Perform other duties as directed, consistent with the above

5. MAJOR DUTIES

- To provide front line IT support to the staff of the Commission.
- To ensure that calls for support are dealt with promptly and appropriately.
- To install and configure PCs and associated peripherals and software.

6. NATURE AND SCOPE

The IT Support Officer reports directly to the IT Manager

6.1 WORKING RELATIONSHIP

(a) Internal

Report to the IT Manager.
Commission and Staff of PSC

(b) Liaise with line Departments and Agencies.

6.2 WORK ENVIRONMENT

- To provide front line IT support to customers.
- To ensure that calls for support are dealt with promptly and appropriately.
- To install and configure PCs and associated peripherals and software.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

Lack of funding for the procurement and maintenance of computers and other related equipment of the Commission.

- **Rules/procedures**

  Broad knowledge of Public Service (Management) Act; the General Orders; Public Finance (Management) Act; Public Services Policies, procedures and systems; Information Technology functions and practices; the Organic Law on Provincial & Local Level Government Act; Employment Act and other relevant legislations.

- **Decision**

  Decisions on systems, procedures and strategies for improvement of Information and Technology functions of the Branch.

- **Recommendations**

  Adequate funding is appropriated to the IT Branch for the effective delivery of IT services to the Commission

8. CHALLENGES

- The Commission is fully computerized with effective delivery of IT services to the Commission.

- The Commission staff will not encounter problems with regard to computer application.

- The Commission's computers, printers and related equipments will be fully maintained and operational.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualification

Diploma/Degree in Information Technology and other relevant qualifications and experiences in Information Technology.

(b) Knowledge

Must possess a high level of:-
- Public Service (Management) Act.
- Public Service General Orders.
- Public Service Policy, procedures and systems.
- Public Finance (Management) Act.
- A minimum of three (3) years in Information Technology field

(c) Skills

Must have the ability to demonstrate the following:

- Installing and configuring computer hardware operating systems and applications.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Able to replace computer and IT peripheral parts as required
- Understands diagrams and written instructions to repair a fault or set up a system
- Understanding of Networking of LAN/WAN data communication.
- Oral and written Communication
- Good personal qualities such as:

  - Good appearance (dress in tidy attire);
  - Good attendance and punctuality
  - Good sense of duty, very co-operative, reliable and adaptable;
  - Good job attitude and ability to learn new concepts or ideas; and
  - Loyal, honest, trustworthy, transparency, proactive and sober habits.

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(d) Work Experience

Three (3) years or more work experience in the Information Technology field.