



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: <i>Public Services Commission</i>	SYS. POSN. NO: <i>0500000079</i>	REF. NO: <i>COMCS.014</i>
OFFICE:	DESIGNATION/CLASSIFICATION: <i>Help Desk Officer – Corporate Services – Grade 10</i>	
DIVISION: <i>Corporate Services</i>	LOCAL DESIGNATION: <i>Help Desk – Corporate Services</i>	
BRANCH: <i>Corporate Services</i>	REPORTING TO: <i>IT Manager (CS)</i>	SYS. POS. NO: REF. NO:
SECTION: <i>Information Technology</i>	LOCATION: <i>WAIGANI</i>	

HISTORY OF POSITION

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

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

- Respond to queries either in person or over the phone.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Install, test and configure new workstations, peripheral equipment and software.
- Monitor and respond quickly and effectively to requests received from users.
- Maintain inventory of all equipment, software and software licenses.
- Responsible for monitoring and procurement of IT consumables and equipment.
- Document internal IT procedures or manuals.

5. MAJOR DUTIES

- 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 PC's and associate peripherals and software.

PUBLIC SERVICES COMMISSION
APPROVED JOB DESCRIPTION

DATE: *09/4/2015*
SIGNATURE: *[Signature]*

6. NATURE AND SCOPE

The Help Desk Officer reports directly to the IT Manager.

6.1 WORKING RELATIONSHIP

(a) Internal

Report to the IT Manager
Commission and Staff of PSC

(b) External

Liaise with line departments and other agencies on IT issues.

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 equipments 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 equipment's will be fully maintained and operational.

PUBLIC SERVICES COMMISSION	
IT SUPPORT DIVISION	
DATE:	01/04/2015
SIGNATURE:	<i>[Signature]</i>

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

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

(a) Knowledge

Must possess a high level of:-

- Public Service (Management) Act.
- Public Service General Orders.
- Organic Law on Provincial & Local Level Government.
- Public Service Policy, procedures and systems.
- Public Finance (Management) Act.
- A minimum of three (3) years in Information Technology field.

(b) 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 & neatly);
 - 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 and sober habits.

(c) Work Experience

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

