PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1.0 IDENTIFICATION

AGENCY: Department of Information and Communication Technology	**SYS. POSN. NO: 0580000023**	**REF. NO:** ICCS.69
WING: Corporate Services	**DESIGNATION/CLASSIFICATION:** Manager – Information Technology Gr.16	
DIVISION: Corporate Services	**LOCAL DESIGNATION:** Manager – Information Technology	
BRANCH:	**REPORTING TO:** **SYS. POS. NO:** **REF. NO:** Director – Corporate Services ICCS.54	
SECTION:	**LOCATION:** Town	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
Org:	1/08/20	Created during restructure of the Department.

2.0 PURPOSE

The Manager – Information Technology is responsible for the implementation and oversight of all aspects of the department's deployment of technology, including but are not limited to infrastructure, platforms, networking, network security, end user computing, and backup procedures, and supporting the Director – Corporate Services to ensure achievement of goals and objectives of the Division.

3.0 DIMENSIONS

Financial: Division annual budget	Total Staff Supervised: Direct: 3 Indirect: SOS	Other Resources: Capital assets of the Department.

4.0 PRINCIPAL ACCOUNTABILITIES

4.1 Working closely with the Director – Corporate Services, provide timely advice and reports on matters relating to deployment of ICT services, including work programs and Divisional matters.

4.2 Ensure a robust and functioning internal IT system to meet the requirements of the Department to meet challenges during the digital transformation phase of the Department.

4.3 Ensure effective and efficient management of ICT services consistent with the functional goals and objectives of the Corporate Plan and Management Plan.

4.4   Ensure the provision of ICT services, development of internal ICT usage policies, guidelines, and standards and other resources to ensure effective and efficient operations of the Department.

4.5   Participate in the review and preparation of the Division's Annual Budget in consultation with the Director – Corporate Services, and other Managers of the Division.

4.6   Provide leadership in the administration and management of the Department's ICT assets and ensure regular service and maintenance for use by the Department.

4.7   Provide direction and guidance in the development of ICT capacity building programs for staff to foster a knowledge based and skilled workforce in the Department.

5.0   MAJOR DUTIES

5.1   Work closely with the Director – Corporate Services, provide timely advice and reports on matters relating to deployment of ICT services, including work programs and Divisional matters.

5.2   Provide   leadership in ensuring a robust and functioning internal IT system to meet the requirements of the Department.

5.3   Provide leadership in ensuring the provision of ICT services, development of internal ICT usage policies, guidelines, and standards and other resources to ensure effective and efficient operations of the Department.

5.4   Provide regular assessment and reports in relation to the management of ICT assets to ensure their availability to support the smooth operations of the Department.

5.5   Provide leadership in ensuring that ICT related capacity building programs of the Department are met to ensure that staff are able to perform their roles and responsibilities effectively and efficiently.

5.6   Oversee the installation, maintenance, and monitoring of local, wireless, Internet and Intranet networks and telephone and Voice Over IP (VoIP) systems); maintains file servers, routers, firewalls, laptops, network or standalone computers, or any other hardware components; ensures the satisfactory levels of security and stability are maintained.

5.7   Provide leadership in the evaluation of vendor hardware, software, and telecommunications equipment products; recommends purchases consistent with the Department's short- and long-term objectives; participate in various internal committees assigned by senior management and responsible for analyzing and deploying hardware and software updates and other patch management directives.

5.8   Participate in the compilation of the Division's annual activity plan and assist in the preparation of the Division Budget estimate.

5.9   Coordinate the development of robust database on all financial and human resource matters in consultation with the HR Branch of the Department.

5.10   Coordinate the development of internal ICT policies, ICT operational plans, business processes to strengthen the overall capacity of the Department.

5.11 Participate in the preparation of the corporate plans, project plans and PIPs, the annual management report (AMR), ministerial briefs, statements and reports.

5.12 Attend executive team meetings and represent the Department in external meetings and forums.

5.13 Undertake other duties as directed by the Director – Corporate Secretary.

6.0 NATURE AND SCOPE

The Manager – Information Technology is a member of the Department executive management team and contributes to;
- Ensuring that management decisions are implemented
- Fostering close working relations with other government departments and agencies and provincial administrations in the use of digital technology to improve performance and service delivery.
- Support dialogue with external stakeholders such as bilateral and multilateral partners development partners in securing technical assistance and aid funding for major ICT development projects and programs
- Coordinate the preparation of the Department's annual budget , NEC Submissions and planning of special projects
- Contributing to dialogue through inter- government agency forums on major government policies including ICT initiatives.
- Build partnership with business, and SMEs to promote digital services in urban and rural areas.
- Promoting and maintaining the Public Service Code of Ethics and Conduct
- Maintain a safe and conducive work environment.

This is a Category () Public Service Senior National Contract position.

6.1 WORKING RELATIONSHIP

Internal

- Consult with Deputy Secretary (Policy & Planning) on internal ICT policy and administrative matters
- Consult with Deputy Secretary (Information and Open Government) on ICT policy related matters.
- Consult with the CTO on policy and technical issues.
- Consult with other Executive Managers on policy and management issues
- Consult with Branch Managers on policy and management matters

External
- Consult with NICTA and other regulatory authorities on ICT matters
- Consult with Finance, Treasury and National Planning & Monitoring on IFMS matters
- Consult bilateral and multilateral development partners
- Consult government departments, agencies and provincial administrations
- Consult business and citizens on ICT matters.

6.2 WORK ENVIRONMENT
The Manager – Information Technology is a member of executive management team and contributes to management decision-making for the Department. The incumbent would have wide experience in formulating and deployment of ICT systems and services.

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

The Executive Manager is guided by the;
- Mandate, internal management and operational policies of the Department ,
- Annual recurrent budget of the Department.
- ICT Legislations, ICT Policies and other relevant government priority development policies
- Public sector reforms,
- Public Service Code of Ethics and Conduct.

7.2 Decision
- Corporate priorities, goals and objectives.
- Management, operational policies and procedures.
- Strategic review and change management.
- Conflict management and resolution.
- Commitment and expenditure of funds consistent Public Finance (Management) Act.

7.3 Recommendation

- Policy development and review,
- Strategic and operational plans,
- Reforms and change,
- Work ethics and practices,
- Staff capacity building,
- Internal business systems and processes.

8.0 CHALLENGES
- Work culture, values and ethics.
- Negative work practices and behavior.
- Lack of staff capacity and resources.
- Lack of team work and participation.

9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS

9.1 Qualifications

Must possess a bachelor's degree in information communication technology/computer science related field or appropriate discipline from a recognized university. Possession of a master's degree is an advantage.

9.2 Knowledge
- Excellent knowledge of information technology general controls, data and cyber security, computer hardware/software systems, and
- Demonstrated experience leading and/or managing IT projects
- Understanding and experience with managing data network and telecommunications systems
- Understanding and experience with managing IT infrastructure including systems, personal computing, help desk, servers, and printers
- Ability to effectively communicate technology, infrastructure and process need
- Conversant with PNG Digital Transformation Policy and Digital Legislation Act and other ICT laws and regulations.
- Familiar with the Vision 2050, MTDP 111 and other Government policies including the 2018 post APEC Digital Commitments.

- Conversant with other relevant laws and regulations including Public Finance (Management) Act, IFMS, Public Service (Management) Act and PS General Orders, relevant PNG.

9.3 Skills

- Demonstrated leadership and management ability, with focus on setting strategic priorities to achieve quality results or performance outcomes.
- Excellent oral and written communication skills and articulating development issues.
- Demonstrated interpersonal ability to build and sustains good working relationships with staff internally and key stakeholders.
- Strong negotiation ability in policy formulation to meet Department's corporate goals and objectives and mutual outcomes with stakeholders.
- Demonstrates public service professionalism and probity in maintaining the good image and reputation of the Department.
- Excellent computing ability in using Microsoft Office including XL, email and internet.

9.4 Work Experience

Must possess at least five years of relevant managerial work experience, and implementing diverse functions in a major government agency or the private sector.