



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1.0 IDENTIFICATION

AGENCY: Department of Information and Communication Technology	SYS. POSN. NO: 580000035	REF. NO: ICDT.86
WING: Digital Government & Information Delivery	DESIGNATION/CLASSIFICATION: Manager Gr.16	
DIVISION: Digital Govt. Office & Shared Services	LOCAL DESIGNATION: Manager Infrastructure & Shared Services Delivery	
BRANCH: Infrastructure & Shared Services Delivery	REPORTING TO: Executive Manager (Digital Govt. Office & Shared Services) ICDT.76	SYS. POS. NO: REF. NO:
SECTION:	LOCATION: Waigani	

HISTORY OF POSITION

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

2.0 PURPOSE

The Manager Infrastructure & Shared Services Delivery is responsible for the facilitation and delivery of digital shared services infrastructure that promote digital online connectivity services across the whole of government and the digital economy.

3.0 DIMENSIONS

FINANCE	NO.OF STAFF SUPERVISED	OTHER RESOURCES
Annual Branch budget plan	Direct: 2 Indirect: SOS	All Branch assets

4.0 PRINCIPAL ACCOUNTABILITIES

- 4.1 Provide timely reports to the Executive Manager Digital Govt & Shared Services on the delivery of digital infrastructure for e-Government connectivity services and administrative matters.
- 4.2 Manage the Branch effectively and efficiently in order to ensure targets and objectives of network planning and design work programs are achieved consistent with the Management Plan.
- 4.3 Support strategies to develop a robust digital infrastructure that promotes online connectivity services across the whole of government and G2B and G2C.
- 4.4 Coordinate digital infrastructures services to enable the use of various software office applications and mobile office to communicate and share information across the whole of government.

- 4.5 Conduct regular assessment on the implementation of digital infrastructure services including the monitoring of all work programs and activities to determine whether performance targets are achieved.
- 4.6 Ensure effective management of staff work performance, training and development in collaboration with Human Resources Management Branch.

5.0 MAJOR DUTIES

- 5.1 Provide reports and briefs to the Executive Manager Digital Govt & Shared Services on network planning and design related issues across the whole of government and the digital economy.
- 5.2 Manage the Branch effectively and efficiently and ensure that the program activities and performance targets are achieved consistent with the Management Plan.
- 5.3 Coordinate the development and management of digital infrastructure planning and design across the whole of government and the digital economy.
- 5.4 Contribute to the development of a strategic plan that prioritize the implementation of digital network infrastructure specifically for departments, agencies and provincial administration to promote online connectivity across the whole of government.
- 5.5 Provide supervision on the contracting and procurement of major digital infrastructure project development to support the roll out of digital services across the whole of government and the digital economy.
- 5.6 Design a robust digital infrastructure that supports the process of integration and interoperability between the central database to enable e-government connectivity and services across G2G, G2B and G2C.
- 5.7 Collaborate with the National Data Centre and service providers to adopt cloud base network connectivity for data sharing of information across the whole of government and the digital economy.
- 5.8 Liaise with the Chief Information Officers of the various government bodies to maximize the use of government network infrastructure for online services including the adoption of cyber safety service platforms.
- 5.9 Participate in the review of existing ICT infrastructure policy to bolster digital services across the whole of government and the digital economy.
- 5.10 Provide leadership in the planning and development of new projects including PIPs for digital network infrastructure for approval by the Deputy Secretary/Chief Technology Officer and the Secretary.
- 5.11 Manage and promote staff performance, training and development in collaboration with Human Resources Branch to enhance knowledgeable and skilled staff.
- 5.12 Review of the annual work plan and programs including budget requirements, to achieve performance goals and targets.
- 5.13 Attend meetings and undertake other duties as directed by the Executive Manager.

6.0 NATURE AND SCOPE

As a frontline manager, the incumbent ensures the successful planning and design of ICT digital infrastructure across the whole of government and the digital economy. Other roles of the Manager are;

- Conduct planning and design of targeted ICT digital infrastructure as directed.
- Provision of data and information for network planning and design purposes by the Department and relevant stakeholders
- Assist in the preparation of discussion papers, research findings and NEC Submissions,

- Conduct regular Branch staff meetings
- Assist in the planning and preparation of the Annual Budget of the Department
- Build and maintain work team culture, motivate and mentor staff to improve performance and commitment.
- Implement Covid-19 (Niupela Pasin) Policy

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

6.1 WORKING RELATIONSHIP

Internal

- Consult Executive Manager on digital infrastructure services and administrative matters
- Consult with other Branch Managers on appropriate policy, planning and program implementation matters.
- Consult with staff on administrative and work related matters.

External

- Liaise with NICTA and organizations on network planning and design issues as directed.
- Liaise with appropriate stakeholders in business and public on DICT network infrastructure issues.
- Collaborate with other government departments, provincial administration and academic institutions on ICT infrastructure development issues.

6.2 WORK ENVIRONMENT

The Manager Infrastructure & Shared Services Delivery would generally be a network engineer, utilizing relevant planning and design methodologies and techniques to facilitate development of appropriate digital network infrastructure across the whole of government and the digital economy. The incumbent would possess significant experience in the planning and design of major network infrastructure.

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

The Manager is guided by the;

- Internal management and operational policies of the Department,
- Department budget control measures,
- ICT and other relevant government development policies including MTDP 3,
- Public sector reforms,
- Public Service Code of Ethics and Conduct,
- ICT legislations and other relevant laws and regulations.

7.2 Decision

- Branch work plans and procedures
- Staff performance appraisal, training and development
- Conflict management and resolution.

7.3 Recommendation

- Staff promotion, transfer, training and development.
- New or revised work plans and activities.
- Work ethics and business best practices.

8.0 CHALLENGES

- Work culture, values and ethics.
- Negative work practices.
- Lack of staff capacity and resources.
- Lack of team work and participation.
- Lack of support from Management

9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS

9.1 Qualifications

Must possess a bachelor's degree in network engineering, communication technology or an appropriate discipline from a recognized university.

9.2 Knowledge

- Sound knowledge of ICT industry with emphasis on digital infrastructure development issues.
- Possess knowledge of network planning and design and implementation of programs and projects.
- Conversant with open government conventions, Digital Transformation Policy, ICT regulations, MTDP 111 and other relevant government development policy priorities.
- Conversant with other relevant laws and regulations including Public Finance (Management) Act, and regulations, Public Service (Management) Act and PS General Orders.

9.3 Skills

- Demonstrated leadership, management and organizational ability to achieve quality performance outcomes.
- Excellent communication, analytical and negotiation skills
- Demonstrated interpersonal ability in building good working relationships with staff and stakeholders
- Maintain public service professionalism and probity.
- Maintain the image of the Department.
- Computer literate.

9.4 Work Experience

Possess at least five years of managerial and supervisory work experience with proven track record in network planning and design and implementation of digital infrastructure in a major government agency or the private sector.