DEPARTMENT OF FINANCE APPROVED JOB DESCRIPTION Date: 24/9/25

1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.005
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: TEAM LEADER, GRADE 16	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: TEAM LEADER APPLICATION SUPPORT	
BRANCH: APPLICATIONS SUPPORT	REPORTING TO: ASSISTANT SECRETARY - APPLICATION SUPPORT SYS. POS. NO: REF. NO: DFICT.004	
SECTION: APPLICATION SUPPORT	LOCATION: TWIN TOWER 1, WAIGANI NCD	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	24.03.2025	Revised

2. PURPOSE

The Team Leader – Application Support is responsible for leading the application support team in maintaining, supporting, and improving business applications across the organisation. The role ensures effective incident management, system stability, user satisfaction, and continuous improvement of application services. The position acts as a key liaison between business users, ICT teams, and external vendors.

3. DIMENSIONS

The Application Manager reports to the Assistant Secretary –Application Support and work closely with other the branch members

4. PRINCIPAL ACCOUNTABILITIES

- Managing and motivating the IT support team, assigning tasks, providing performance feedback, and facilitating staff development.
- Handling escalated technical issues, providing technical guidance to the support team, and ensuring timely resolution of user problems.
- Creating and implementing IT support policies and procedures to standardize support delivery and maintain security compliance.
- Monitoring support tickets, identifying trends, and managing the escalation process for critical issues.
- Overseeing system updates, patching, and routine maintenance to ensure optimal performance and stability.
- Monitoring network performance, troubleshooting network issues, and managing network infrastructure.
- Implementing and enforcing security protocols, monitoring for potential security breaches, and responding to security incidents
- Tracking IT support expenses, managing vendor contracts, and optimizing budget allocation
- Coordinating user training programs to educate employees on new technologies and best practices
- Working with other departments to understand their IT needs and ensure alignment with

business goals
- Identifying future IT needs, planning technology upgrades, and proposing new initiatives

5. MAJOR DUTIES

- Manage and Support the IT Support team
- Ensure IT Support team is well versed with the support systems
- Measure IT Support team performance
- Measure IT Systems and Application performance
- Provide guidance to team leaders for effective IT services delivery.
- Oversee daily operations of IT Support – Applications and Database teams.
- Managing and support team/staff and provide technical guidance for applications and databases
- Provide efficient solutions, troubleshooting technical issues and developing best support policies.
- Ensuring systems maintenance and monitoring systems are in place.
- Ensuring security standards and policies are maintained at all levels.
- Ensure the availability, performance, and security of all database and application servers.
- Collaborate with cross-functional teams to support the implementation and integration of IT Systems and solutions.
- Develop and implement best practices for application and database server administration and maintenance.
- Provide technical expertise and guidance to resolve server-related issues and challenges.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal
- Liaise closely with AS Application
- Work closely with AS Digital Services and AS Infrastructure
- Collaborate with other divisions within the Department

(b) External
- Liaise with relevant organisations as directed to do so by ICTD – FAS
- Vendor support and Assistance

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules & Procedures:

- Public Finance (Management) Act and related instructions
- Public Service (Management) Act and General Orders
- Development Strategic Plan (2010 – 2030)
- Internal Department of Finance Policies and Procedures
- Gender Equity & Social Inclusion Policy
- Ethics and Value-based Executive Leadership & Management Capability Framework
- Current Corporate Plan and Annual Operational Plan.

7.2 Recommendations:

- Provide recommendations to Assistant Secretary (AS) Application Support on section matters;
- Recommend to First Assistant Secretary (FAS) through AS Application possible resolutions and identify ways to improve issues, systems and process within the section, branch, division and Department.

7.3 Decisions:

- Provide insights and make decisions on delegation/allocation of tasks;
- Decide on relevant recommendation to be brought to the attention of the First Assistant Secretary (FAS) through the AS Application Support.

8. CHALLENGES

- Balancing operational responsibilities with project work and strategic initiatives.
- Managing server resources effectively to meet performance and availability requirements.
- Staying updated with evolving technologies and best practices in server administration.
- Addressing security vulnerabilities and ensuring compliance with regulations and standards.

9. SKILLS AND EXPERIENCE

Qualifications and Work Experience:
- Bachelor's degree in Computer Science, Information Technology, or related field (or equivalent experience).
- Proven experience in database and application server administration.
- Previous experience in a leadership or supervisory role.
- Strong understanding of server architecture, performance tuning, and security principles.
- Excellent communication and interpersonal skills.

Experience:
- 5+ years of experience in managing a team made up of database and application server administration.
- Experience leading or managing a team of server administrators.
- Hands-on experience with server technologies, including WebLogic Server, HTTP Server, and Application Server.
- Familiarity with server virtualization technologies such as VMware or VM.

Knowledge:
- Proficiency in database and application server administration.
- Understanding of server operating systems, network protocols, and storage technologies.
- Knowledge of server virtualization concepts and technologies.
- Familiarity with server monitoring and management tools.

Skills and Abilities:
- Leadership and team management skills.
- Strong analytical and problem-solving abilities.
- Excellent communication and interpersonal skills.
- Ability to work effectively in a fast-paced, dynamic environment.
- Attention to detail and accuracy.
- Ability to prioritize and manage multiple tasks simultaneously.
- Willingness to learn and adapt to new technologies and methodologies.

NOTE: This job description is not designed to be all-inclusive. Employee may perform other related duties required to meet the ongoing needs of the Department.