



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.006
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: APPLICATION SUPPORT OFFICER, GRADE 15	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: APPLICATION SUPPORT OFFICER – ICTD	
BRANCH: APPLICATIONS SUPPORT	REPORTING TO: MANAGER -APPLICATIONS SYS. POS. NO: REF. NO: DFICT.005	
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 Application Support Officer provides technical and functional support for business applications used across the department. The role ensures applications operate efficiently, resolves user issues, assists with system improvements, and works closely with vendors and internal ICT teams to maintain high service availability.

3. DIMENSIONS

The Application Support Officer reports to the Applications Manager and work closely with the branch members

4. PRINCIPAL ACCOUNTABILITIES

- Ensure Applications and database are online using monitoring tools.
- Provide support and assistance to users and ensuring timely resolution of user problems.
- Follow IT best practise standards.
- Create and support system updates, patching, and routine maintenance to ensure optimal performance and stability.
- Monitoring network performance, troubleshooting network issues, and network infrastructure.
- Tracking IT support expenses, managing vendor contracts, and optimizing budget allocation
- Working with application users and developers to understand their IT needs and ensure alignment with business/departments goals.
- Identifying IT applications loopholes and provide effective and efficient solutions.

5. MAJOR DUTIES

- Ensure IT Application users are well versed with the application usage, e.g.: new introduced application (end user)
- Be quick to learn and get familiar with new applications
- Be able to document application/s functions/tools for end-users
- Be able to provide proper solutions with IT related issues
- Work and assist other team members,
- Be flexible with working with IT applications and support.
- Provide IT support in a day to day basis.

- Be able to work outside business hours and on call
- Be a team player to provide technical support to end-users and business/organisation
- Be able to troubleshoot issues and technical resolutions for applications and databases related issues and problems.
- Practice best technical support and development policies.
- Follow best standards and policies for all IT systems at all levels.
- Ensure the availability, performance, and security of all database and application servers.
- Develop and implement best practices for application and database server administration and maintenance.
- Provide technical expertise and support to resolve server-related issues and challenges.
- Help and support end users with proper solutions and with the organisational best practise standards.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

- Work closely with Support team members
- Work closely IT Support team members
- Work closely with End-users within the Department

(b) External

- Liaise with relevant organisations as directed to do so by AS Application Manager
- 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) through Manager Payroll System Support on section matters;
- Recommend to Assistant Secretary (AS) through Manager Payroll System Support 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 Assistant Secretary (AS) through the Manager Payroll System 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).
- Hands on experience with IT applications
- Experience with IT support
- 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.

