PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

DEPARTMENT OF FINANCE
APPROVED JOB DESCRIPTION
Date 24/9/28

1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.010
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: SENIOR OFFICER, GRADE 15	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: CLOUD APPLICATION SUPPORT	
BRANCH: APPLICATIONS SUPPORT	REPORTING TO: TEAM LEADER CLOUD SERVICES SYS. POS. NO: REF. NO: DFICT.009	
SECTION: APPLICATION SUPPORT	LOCATION: TWIN TOWER 1, WAIGANI NCD	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	24.03.2025	Revised-Re-designated

2. PURPOSE

Providing technical support and troubleshooting for cloud-based applications. This involves monitoring application performance, resolving incidents, and collaborating with development and operations teams to ensure optimal application availability and reliability. Ensuring smooth operation and maintenance of cloud-based systems and services, serving as the primary point of contact for clients and internal teams when it comes to troubleshooting, optimization and securing cloud environments.

3. DIMENSIONS

The Senior Cloud Application Officer reports to the Team Leader Cloud Services and will work closely with other team members of the Cloud Services Section.

4. PRINCIPAL ACCOUNTABILITIES

I.   Manage and maintain application configurations.
II.   Ensure the security and compliance of cloud environments.
III.   Provide clear and concise documentation.
IV.   Contribute to the continuous improvement of cloud application support processes.

5. MAJOR DUTIES

- Provide technical support for cloud applications, resolving incidents and service requests.
- Monitor application performance and identify potential problems.
- Assist in the deployment and management of cloud infrastructure related to applications.
- Respond to and resolve incidents according to established service level agreements (SLAs).
- Document incident resolutions and maintain knowledge base.
- Escalate complex issues to appropriate teams.

6. NATURE AND SCOPE

6.1   WORKING RELATIONSHIP

Senior Cloud Application Support Officer

Revised 24th March 2025

(a) **Internal**
- Liaise closely with the Manager Cloud Services and managers Applications and IFMS implementation and alongside team members of the Cloud Services Section

(b) External
- Liaise and work closely with stakeholders, clients and service providers.

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 Manager Cloud Services on sector matters;
- Recommend to Manager Cloud Services on possible resolutions and identify ways to improve issues, systems and process within the Cloud services sector and Application Support branch.

7.3 Decisions:

- Provide insights and make decisions on delegation/allocation of tasks to support staff;
- Decide on relevant recommendation to be brought to the attention of the Manager Cloud Services

8. CHALLENGES

- **Rapidly Evolving Technology:** Staying ahead of the curve with new cloud technologies and platforms can be challenging.
- **Scalability and Performance:** Managing the scalability and performance of cloud applications and infrastructure in a rapidly changing environment requires continuous optimization and vigilance.
- **Security Threats:** Ensuring the security and compliance of cloud environments requires vigilance and proactive measures to address potential vulnerabilities and threats.
- **Collaborative Work:** Aligning with various teams and stakeholders to address problems efficiently while ensuring the best user experience requires good communication and collaboration skills.
- **Unexpected Issues:** Resolving complex and unexpected technical issues in a fast-paced environment requires strong problem-solving and critical thinking skills.

9. SKILLS AND EXPERIENCE

Qualifications and Work Experience:
- A Degree in Computer Science Information Technology, or a related field is preferred;
- Minimum of 3-5 years' work experience in the Public Service/Agency
- At least 2 years proven experience as a Cloud Support Engineer or similar role
- Experience and exposure in the deployment and support of cloud based applications
- Proven experience in all facets of Cloud Application support and management.
- Relevant cloud certifications (a plus).

Knowledge:
- Knowledge of administration and management of cloud application support;
- Knowledge of preparing and presenting process improvement and automation;
- Knowledge of cloud resource utilization and optimize performance;

Skills and Abilities:

- Strong understanding of cloud platforms (AWS, Azure, Google Cloud).
- Knowledge of operating systems (Linux, Windows) and networking concepts
- Excellent problem-solving and analytical skills.
- High level of professional communication and interpersonal skills;
- Effective management and task delegation skills at all levels;
- Exceptional ability to work well with colleagues and effectively mentor subordinates;
- Effective planning, organization and implementation skills;
- Ability to manage stress and work under pressure.
- Good time management abilities to manage multiple tasks, priorities and meet deadlines
- Must be flexible to work in a team environment.

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.

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