



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.012
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: OFFICER, GRADE 15	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: CLOUD APPLICATION SUPPORT- REPORTING	
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
	Mar 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.

3. DIMENSIONS

The Application Support Reporting 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

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

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(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

- Assisting Manager Cloud Services in planning and development of section work plan and section Budget;
- Keeping update and aware the with changes in legislations, Acts, and internal policies;
- Performing higher role of duty in the absence of the incumbent;
- Contribute to the alignment of personal goals with branch goals in open communication and cooperation with team members, and contribute to a work environment appropriate for the work and conducive to shared employee well-being.
- Contribute to identifying and acquiring the skills and knowledge to perform tasks to produce the desired output. Ensure that all supervised staff are trained on the operation of all specific IT or other tools relevant to efficiently undertaking their roles and responsibilities.

9. SKILLS AND EXPERIENCE

Qualifications and Work Experience:

- A Diploma in Computer Science Information Technology, or a related field is preferred;
- Minimum of 3- years' work experience in the Public Service/Agency
- 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).
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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.

