



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

DEPARTMENT OF FINANCE
APPROVED JOB DESCRIPTION

Date: 24/9/25

1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.015
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: SENIOR OFFICER, GRADE 15	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: APPLICATION SUPPORT HELPDESK	
BRANCH: APPLICATIONS SUPPORT	REPORTING TO: TEAM LEADER –IFMS IMPLEMENTATION SYS. POS. NO: REF. NO: DFICT.013	
SECTION: APPLICATION SUPPORT	LOCATION: TWIN TOWER 1, WAIGANI NCD	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	18. 02. 2021	Revised & Redesigned
	24.03.2025	Re-designated & reclassified

2. PURPOSE

To provide specialist technical (accounting and budgeting) knowledge and support to facilitate the successful design, test and rollout of the IFMS system.

3. DIMENSION

The Senior Application Specialist reports to the Team Leader IFMS -Implementation.

4. PRINCIPLE ACCOUNTABILITIES

To develop appropriate Information Technology strategies for the Communication and Information Systems and provide efficient support services for the implementation of the strategies

5. MAJOR DUTIES

- Provide advice and assistance with the development, design, testing, implementation, enhancement and support of all functional components of the Government Integrated Financial Management Information System (IFMS)
- Support the implementation and ongoing support of IFMS to National Agencies, Sub-National Government Bodies (Provinces, Districts & LLGs) and Statutory Bodies
- Provide help desk support to users and IFMS teams
- Provide coaching, training and mentoring of peers, staff and IFMS users
- Provide support and advice to IFMS team members and system users on all system accounting and budget related issues and activities

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

Senior Application Specialist – Helpdesk

Revised 24th March 2025

(a) Internal

- Liaises closely with the Manager IFMS Implementation and works alongside the other Senior Application Specialists.
- Works with other staff within the Department of Finance in matters concerning the IFMS.

(b) External

- Liaises with relevant external stakeholders in relation to activities associated with IFMS.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules & Procedures:

- Public Finance (Management) Act and related instructions
- Public Service (Management) Act and General Orders
- PNG Vision 2050
- 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 the Manager IFMS Implementation and Assistant Secretary regarding Branch matters;
- Recommend to the Manager IFMS Implementation and Assistant Secretary, possible resolutions and identify ways to improve issues, systems and process within the 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 thru the Manager IFMS Implementation.

8. CHALLENGES

- Assisting the Assistant Secretary Core Applications Support and Manager IFMS Implementation with planning and development of IFMS Work plan;
- Keeping update and aware with changes in legislations, Acts, and internal policies;
- Balancing operational responsibilities with strategic initiatives and project work;
- Managing and prioritizing multiple tasks and competing priorities within the team;
- Ensuring compliance with regulatory requirements and policies amidst changing regulations;
- Performing higher role of duty in the absence of the incumbent;
- Contribute to the alignment of personal goals with divisional goals in open communication and cooperation with management, and contribute to a work environment appropriate for the work and conducive to shared employee well-being.
- Limited resources may constrain resourcing and development capacity. In addition, gaps created as result of staff turnover or staff undertaking long term study can influence priorities and resource allocation. It is important that people are aware of the potential impact of a broad array of resource limitations.
- 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. This includes the Integrated Financial Management Systems (IFMS).

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

Qualifications and Work Experience:

- A Bachelor Degree or Postgraduate qualifications in Accounting, Business Management, Information Technology or a related discipline from a recognized university.
- Possess 5-10 years' significant work experience in the private sector or public sector agency.
- A substantial amount of work experience and relevant exposure to government accounting systems and operations at the National and Provincial level.
- Relevant experience in leading and managing teams in a similar role with similar responsibilities.

Knowledge:

The desired candidate must possess a solid understanding of the following:

- Public Service (Management) Act 2014 and the Public Service General Orders 2012.
- The Public Service Code of Business Ethics & Conduct.
- Public Finance (Management) Act and all related instructions.
- Organic Law on Provincial and Local-level Government.
- PNG Medium Term Strategic Plan (2010 – 2030) and PNG Medium Term Development Plan.
- Current Corporate Plan and Annual Operational Plan.
- Comprehensive knowledge of the PNG Public Service systems and processes.

Skills and Abilities:

- Significant exposure with sound knowledge and understanding of all areas of Government accounting and Information Technology.
- High level of professional communication and interpersonal skills.
- Effective listening, presentation, management and persuasion skills at all levels.
- Team player with good analytical skills.
- Proven ability to manage multiple tasks, prioritize and meet tight deadlines.
- Ability to impart knowledge and skills to subordinates down the line.

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.

