



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.020
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: SERVER SUPPORT ENGINEER, GRADE 15	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: SERVER SUPPORT ENGINEER – DATA CENTER	
BRANCH: INFRASTRUCTURE	REPORTING TO: TEAM LEADER DATA CENTRE SYS. POS. NO: REF. NO: DFICT.019	
SECTION: INFRASTRUCTURE	LOCATION: TWIN TOWER 1, WAIGANI	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	24.03.2025	Re-designated

2. PURPOSE

The Server Support Engineer is responsible for the installation, configuration, maintenance, and support of on-premises and cloud-based server environments. The role ensures optimal performance, security, and reliability of server systems, and provides advanced technical support to the organization.

3. DIMENSIONS

The Server Support Engineer reports to the Team Leader Data Centre work closely with members in the data centre section.

4. PRINCIPAL ACCOUNTABILITIES

- I. Regular monitoring and updating of server services;
- II. Assist in the regular maintenance of servers in the data centres including tests on backup plans
- III. Monitor maintenance or repairs done on server infrastructure conforming to current standards and best practices
- IV. ICT policies and procedures are adhered to and in keeping with good practice and assisting in the implementation of new procedures.

5. MAJOR DUTIES

- Ensure the data centres under the custodian of DoF are operational at optimal level
- Monitor maintenance or repairs done on server infrastructure conforming to current standards and best practices
- Ensure Disaster recovery plans are validated and functional

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

- Liaise closely with the other team members in the infrastructure branch;
- Work alongside managers in matters related to infrastructure

(b) External

- Liaise with all government departments/agencies, private agencies/companies and general public in relation to DoF data centres.
- 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 Data Centre Manager on data centre matters;
- Recommend to AS –infrastructure possible resolutions and identify ways to improve issues, systems and process within the branch, division and department

7.3 Decisions:

- Provide insights and make suggestions on tasks to support staff;

8. CHALLENGES

- Staying updated with evolving technologies and best practices in infrastructure administration
- Addressing security vulnerabilities and ensuring compliance with regulations and standards
- Keeping update and aware with changes in legislations, Acts, and internal policies;
- Performing higher role of duty in the absence of the incumbent;

9. SKILLS AND EXPERIENCE

Qualifications and Work Experience:

- A degree in Information Technology, or an appropriate major from recognized institution;
- Minimum of two (2) years relevant work experience in a complex networked environment
- Possess relevant Industry certifications in:
 - Enterprise servers and Storage Networking
 - Microsoft windows and Linux operating systems
 - IT Security
 - Cloud technology

Knowledge:

- Acceptable industry standards in all areas of the profession;
- Financial Management Procedures, policies and systems;
- Organic law on Provincial and local level Government;

- In-depth knowledge of the Public Service Management Act and the General Orders.

Skills and Abilities:

Possess in the network systems and services industry the ability to demonstrate proficiently the following:

- Research in new Technologies and applications that pervade the IT industry
- Analytical and diagnostic skills
- Interpretation of technical parlance
- Good oral and written communication skills
- High level of communication and interpersonal skills
- Well-developed problem solving, report writing and planning skills
- Public Relations skills
- Must be a team player

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.

