**PAPUA NEW GUINEA PUBLIC SERVICE**

**JOB DESCRIPTION** <span>DEPARTMENT OF FINANCE APPROVED JOB DESCRIPTION Date 24.9.25</span>

## 1. IDENTIFICATION

| AGENCY:<br>DEPARTMENT OF FINANCE | SEQ. NO: | | POS. NO<br>DFICT.021 |
|---|---|---|---|
| OFFICE:<br><br>LEVEL 3, TOWER 1 | DESIGNATION/CLASSIFICATION<br>SERVER SUPPORT OFFICER | | **Grade** 14 |
| DIVISION:<br>INFORMATION &<br>COMMUNICATION TECHNOLOGY | LOCAL DESIGNATION<br>SERVER SUPPORT OFFICER – DATA CENTRE | | |
| BRANCH:<br>APPLICATION SUPPORT | REPORTING TO:<br>SERVER SUPPORT ENGINEER | | POS. NO.<br>DFICT.020 |
| SECTION:<br>DATA CENTRE | LOCATION<br>TWIN TOWER 1, WAIGANI | | |

### HISTORY OF POSITION

| FILE REF. | DATE OF VARIATION | DETAILS |
|---|---|---|
| | 18. 02. 2021 | Revised, rename, redesign |
| | 24.03.2025 | Revised -Re-designated &<br>reclassified |

## 2. PURPOSE

- The Server Support Officer assists with the operational support, monitoring, and maintenance of the organisation's server infrastructure. The role provides first- and second-level technical support, performs routine server tasks, and ensures server systems are available, secure, and functioning effectively.

## 3. DIMENSION

The Server Support Officer reports to the Server Support Engineer.

## 4. PRINCIPLE ACCOUNTABILITIES

    I.    Monitor and manage the operational requirements of the servers and services under the support of ICTD;

    II.    Regular monitoring and updating of server services;

    III.    Conduct regular maintenance to servers in the data centers including tests on backup plans

## 5. MAJOR DUTIES

- Maintain server infrastructure to support corporate anti-virus, SMTP gateway, remote access services, Linux, Internet & Intranet as directed by the Data Center Manager;
- Ensure adherence to all established guidelines and management practices for all staff
- Ensure Disaster recovery plans are validated and functional

- Ensure all operational server connection and activity is regular
- Monitor all software and hardware products and ensure compliance to Data Center standards and systems
- Installations and maintenance of servers at all the data centers under the custody of ICTD

## 6. NATURE AND SCOPE

Server Support Officer

Revised 24th March 2025

### 6.1 WORKING RELATIONSHIP

#### (a) Internal
- Liaises closely with the Data Centre Manager and other team members in the data centre section
- 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 the data centers.

## 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 Data Centre Manager on matters regarding servers and services
- Identify possible resolutions and 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 - Infrastructure thru Data Centre Manager.

## 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;
- 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.

## 9. QUALIFICATIONS, EXPERIENCES AND SKILLS

### Qualifications and Work Experience:
- A First degree in Accounting, Business Management, Information Technology or a related discipline from a recognized university.
- Possess 2 - 5 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.

**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.

DEPARTMENT OF FINANCE
APPROVED JOB DESCRIPTION
Date: 24 / 9 / 25