JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.026
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: NETWORK SUPPORT OFFICER, GRADE 14	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: NETWORK SUPPORT OFFICER – NETWORKS	
BRANCH: INFRASTRUCTURE	REPORTING TO: SENIOR NETWORK OFFICER SYS. POS. NO: REF. NO: DFICT.025	
SECTION: NETWORKS	LOCATION: TWIN TOWER 1, WAIGANI	

HISTORY OF POSITION

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

2. PURPOSE

- The Network Support Officer is responsible for providing technical support, maintenance, and monitoring of the organization's network infrastructure. This role ensures network reliability, resolves connectivity issues, and assists in implementing network improvements. The position requires strong troubleshooting skills and a solid understanding of networking technologies.

3. DIMENSIONS

The Network Support Officer reports to the Senior Network Officer –Networks and work closely alongside members in the networks section.

4. PRINCIPAL ACCOUNTABILITIES

I.   Monitor and manage the network infrastructure operability in a timely manner;
II. Assist in the regular maintenance of network nodes 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

- Assist in the preparation of work schedules and action plans for subordinate staff to implement and execute.

- Ensure effective professionalism is displayed through proper conduct, teamwork and interactions at the workplace resulting in positive working relationship with staff, stakeholders and clients;

- Effectively manage and maintain own attendance and punctuality records, and ensure zero to minimal disciplinary issues, quality work output and positive morale;

- 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 network infrastructure.
- 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:

- Recommend to Network Manager 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 delegation/allocation of tasks;
- Decide on relevant recommendation to be brought to the attention of the Assistant Secretary (AS).

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;

- 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 degree in Information Technology, or an appropriate major from recognized institution;
- Minimum of two (2) years relevant work experience in a complex networked environment
- Industry certificate as a bonus

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 <u>written</u> 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.

DEPARTMENT OF FINANCE
APPROVED JOB DESCRIPTION
Date: 24.9.25