



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



1. IDENTIFICATION

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| AGENCY: DEPARTMENT OF FINANCE | SYS. POSN. NO: | REF. NO: DFICT.027 |
| OFFICE: LEVEL 3, TWIN TOWER 1 | DESIGNATION/CLASSIFICATION: NETWORK SUPPORT OFFICER, GRADE 13 | |
| DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY | LOCAL DESIGNATION: NETWORK SUPPORT OFFICER | |
| BRANCH: INFRASTRUCTURE | REPORTING TO: NETWORK SUPPORT OFFICER – INFRASTRUCTURE SYS. POS. NO: REF. NO: DFICT.026 | |
| SECTION: NETWORKS | LOCATION: TWIN TOWER 1, WAIGANI | |

HISTORY OF POSITION

| FILE REF. | DATE OF VARIATION | DETAILS |
|-----------|-------------------|---------------|
| | 24.03.2025 | 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 Network Officer –Networks and work closely alongside members in the networks section.

4. PRINCIPAL ACCOUNTABILITIES

- I. Assist in the regular maintenance of network nodes including tests on backup plans
- II. 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 diploma 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 written communication skills
- High level of communication and interpersonal skills

Network Support Officer

Revised 24th March 2025

- 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.

