



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.042
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: TEAM LEADER, GRADE 16	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: TEAM LEADER SERVICE DESK	
BRANCH: DIGITAL SERVICES	REPORTING TO: ASSISTANT SECRETARY DIGITAL SERVICES	SYS. POS. NO: DFICT.033
SECTION: SERVICE DESK	LOCATION: TWIN TOWER 1, WAIGANI	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	24.03.2025	Re-designated

2. PURPOSE

The role manages the daily operations of the Department's helpdesk or call centre and ensure the efficient and effective delivery of web and IT support services to internal staff and end-users, maintaining high levels of end-user satisfaction and adherence to service level agreements (SLAs). The role ensures;

- Business continuity is at high optimal level at all times.
- All incoming support calls, emailed, walk-ins are logged and assigned to the appropriate personnel, section, branch division,
- Tracking the tasks or following up on tasks status, re-assign task if necessary, ensuring tasks are completed with resolutions and communicated to the requester.
- The Service Desk system is available at all times.

3. DIMENSIONS

Team Leader Service Desk reports to the Assistant Secretary – Digital Services and work closely with the other Team Leaders within the branch. The role manages the Service Desk unit and over sees three subordinates.

4. PRINCIPAL ACCOUNTABILITIES

- Ensure high service availability to end-users
- Collaborate with the technical support teams to ensure high service availability is met
- Manage and maintain records on all licenses, service level agreements, legal documents pertaining to ICT services

5. MAJOR DUTIES

- **Leadership and Management:**
 - Lead, mentor, and manage a team of service desk analyst and service desk officers.
 - Develop and implement service desk policies, procedures, and best practices.
 - Conduct regular performance reviews and provide ongoing training and development opportunities.
- **Service Delivery:**
 - Ensure timely and accurate resolution of service desk tickets, incidents, and requests.

- Monitor and report on service desk performance metrics and SLAs.
- Coordinate with other IT teams to resolve complex technical issues.
- **Customer Service:**
 - Maintain a high level of customer satisfaction through effective communication and problem-solving.
 - Act as the primary point of contact for escalated service desk issues.
 - Develop and maintain strong relationships with key stakeholders in Payroll, Accounting, and Revenue collection Divisions.
- **Continuous Improvement:**
 - Identify opportunities for process improvements and implement changes to enhance service delivery.
 - Stay current with industry trends and emerging technologies to ensure the service desk remains effective and efficient.
 - Conduct regular audits and assessments to ensure compliance with government regulations and standards.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

- Liaise closely with the Assistant Secretary –Digital Services
- Working alongside Managers Data Analytics and Digital Transformation whilst ensuring direct management and oversight Liaise with Payroll team, IFMS, Non-Tax Revenue and other relevant stakeholders
- Liaise with DoF Advisors on work related matters

(b) External

- Liaise with all government departments/agencies, private agencies/companies and general public in relation to DoF IT services.
- 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 Assistant Secretary Digital Services on service desk matters;
- Recommend to Assistant Secretary Digital Services on possible resolutions and identify ways to improve issues, systems and processes within the service desk and branch.

7.3 Decisions:

- Provide insights and make decisions on delegation/allocation of tasks to support staff;
- Decide on relevant recommendation to be brought to the attention of the Assistant Secretary Digital Services

8. CHALLENGES

- Assisting Assistant Secretary Digital Services in planning and development of service desk work plan and service desk Budget;
- Keeping update and aware the with changes in legislations, Acts, and internal policies;
- Performing higher role of duty in the absence of the incumbent;
- Contribute to the alignment of personal goals with branch goals in open communication and cooperation with team members, 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.

9. SKILLS AND EXPERIENCE

Qualifications and Work Experience:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Minimum of 5 years of experience in IT service desk management or a similar role.
- Experience with government regulations and standards related to payroll, accounting, and revenue collection is a plus.
- Minimum of 5-10 years' work experience in the Public Service/Agency
- Experience and exposure in coordination and management of staff and events.
- Proven experience in Public Relations and communications.

Knowledge:

- Knowledge in managing a service desk centre or similar;
- Proficiency in IT service management (ITSM) tools and best practices.
- In-depth knowledge of safety measurements in terms of hosting and supporting official events;
- In-depth knowledge of fire safety and hazard including electricity;
- In-depth knowledge of the Public Service Management Act and the General Orders.

Skills and Abilities:

- High level of professional communication and interpersonal skills;
- Effective management and task delegation skills at all levels;
- Exceptional ability to work well with colleagues and effectively mentor subordinates;
- Effective planning, organization and implementation skills;
- Ability to manage stress and work under pressure.
- Good time management abilities to manage multiple tasks, priorities and meet deadlines
- Must be flexible to work in a team environment.

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.

