



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION



1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFICT.043
OFFICE: LEVEL 3, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: SENIOR ANALYST, GRADE 15	
DIVISION: INFORMATION & COMMUNICATION TECHNOLOGY	LOCAL DESIGNATION: SERVICE DESK – DIGITAL SERVICES	
BRANCH: DIGITAL SERVICES	REPORTING TO: TEAM LAEDER SERVICE DESK SYS. POS. NO: REF. NO: DFICT.042	
SECTION: SERVICE DESK	LOCATION: TWIN TOWER 1, WAIGANI	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	24.03.2025	Re-designated & Reclassified

2. PURPOSE

To 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).

3. DIMENSIONS

The Senior Service Desk Analyst reports to the Team Laeder Service Desk and works closely with other IT Support team members of ICT Division.

4. PRINCIPAL ACCOUNTABILITIES

- Ensure end users receive timely and effective support
- Register all queries, calls and requests that come through service desk
- Ensure IT services remain stable and efficient for internal staff

5. MAJOR DUTIES

- **Leadership:**
 - Provide training and mentorship to service desk officers.
- **Service Delivery:**
 - Ensure timely and accurate resolution of service desk tickets, incidents, and requests.
 - Co-ordinate, escalate complex issues to Service Desk Manager and/or higher-level support teams or external vendors as necessary.
 - Log, track, and resolve incidents and service requests using the Department's IT Service Management (ITSM) tool.
 - Escalate complex issues to higher-level support teams or external vendors as necessary.
 - Diagnose and resolve technical issues by following standard procedures and using available resources.
- **Documentation:** Maintain accurate records of incidents, service requests, and resolutions in Service Desk logging system.
- **Customer Service:**

- Provide timely and effective technical support to users experiencing IT issues related to hardware, software, and network connectivity
- Act as the first point of contact for escalated service desk issues.
- Ensure a high level of customer satisfaction by providing professional and courteous support to users.
- Assist users with password resets, account unlocks, and access requests in accordance with security policies.
- **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.
- **Compliance:** Adhere to organizational policies, procedures, and security standards.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

- Liaise closely with the technical teams in ICT Division
- Liaise closely with application owners and other relevant stakeholders and with DoF staff in matters concerning the call centre

(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 Service Desk Manager on service desk matters;
- Recommend to Service Desk Manager on possible resolutions and identify ways to improve issues, systems and processes within the service desk and branch.
- Escalate complex issues to the Service Desk Manager where necessary.

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 and Service Desk Manager.

8. CHALLENGES

- Keeping update and aware the with changes in legislations, Acts, and internal policies;

- Performing higher role of duty in the absence of the Service Desk Manager;
- 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, or equivalent work experience.
- Minimum of 2 years of experience in IT service desk management or a technical support role.
- Experience with government regulations and standards related to payroll, accounting, and revenue collection is a plus.
- Experience and exposure in coordination and management of staff and events.
- Proven experience in Public Relations and communications.

Knowledge:

- Knowledge of Windows and Mac operating systems, Microsoft Office Suite, and common business applications.
- Understanding of network fundamentals and basic cybersecurity principles.
- ITIL Foundation certification or equivalent is preferred.
- Knowledge in managing a service desk call centre or similar;
- Proficiency in IT service management (ITSM) tools and best practices.
- Basic health and safety standards
- 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.

