



**JOB DESCRIPTION**

<b>JOB TITLE: INFORMATION TECHNOLOGY OFFICER</b>		
<b>DIVISION:</b> Corporate Affairs	<b>BRANCH:</b> Information & Communications Technology	<b>SECTION:</b> ICT
<b>REFERENCE NUMBER:</b> TPA.046	<b>DESIGNATION/CLASSIFICATION:</b> Information & Communication Technology Officer, Grade 8	<b>POSITION No.:</b> CAD.046
<b>REPORTING TO:</b> Senior Information & Communication Technology Officer	<b>DIRECT REPORTS:</b> Nil	<b>LOCATION:</b> Port Moresby
<b>COMPILED BY:</b> ..... <b>Human Resource</b>	<b>CERTIFIED BY:</b> ..... <b>Director Corporate Affairs</b>	<b>APPROVED BY:</b> Mr. Eric Mossman <b>Chief Executive Officer</b>
<b>Date:</b> .....	<b>Date:</b> .....	<b>Date:</b> .....

**POSITION SUMMARY:**

- The ICT Officer reports to the Senior ICT Officer.
- ICT Officer’s main objective is to manage, monitor and secure the PNGTPA’s ICT Infrastructure and Management Information Systems and ensure its upkeep, operation, security, access, and compliance at all times in accordance with organizational policies, best practice and standards. These includes the management of all approved business application software, Database systems, hardware and Network System equipment, data storage, backup and security, controlling and evaluating IT, Computer and User access and electronic data operations on a regular basis.

**General Duties**

- Keep computer systems running smoothly and ensure users get the maximum benefit from them
- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritise and manage many open cases at one time
- Establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology
- Conduct electrical safety checks on computer equipment.
- Comply with ICT policies and regulations
- Perform miscellaneous job-related duties as assigned

### **Quality Customer Service**

- Ensure to identify and develop opportunities to provide quality and exceptional service to internal and external customers that benefit the organization;

### **Team Work and Co-operation**

- Provide support in creating a high-performing team culture in the Corporate Affairs Division to meet and exceed customer expectations;

### **Occupational Health and Safety**

- Perform duties safely and responsibly by PNGTPA OHSE policies.

### **Quality of Work**

- Ensure to display quality of work that reflects high professional standards and a high degree of accuracy.

### **Continuous Improvement**

- Support to encourage and create a culture of high performance and continuous improvement in the Corporate Affairs Division to meet and exceed customer expectations.

### **ESSENTIAL REQUIREMENTS** – (must cover Qualifications, Education, & Experience, knowledge, attitude, skills, and habits).

- Bachelor's Degree or Diploma in Computer Science, ICT, or related field;
- Minimum 3- 5 years of work experience in a similar capacity in the public or private sector;
- Demonstrated experience at the officer level in ICT for a diverse, complex organization;
- Extensive knowledge and experience in the tourism industry in PNG.
- Excellent program planning, management, and leadership skills.
- Ability to communicate (oral and written)
- Ability to communicate and work effectively with key stakeholders of the organization
- Ability to resolve conflict, handle complaints and manage complex situations;