### Position Description

**Knowledge Management Division**  
*Information Systems Management Section*

<table>
<thead>
<tr>
<th>Position</th>
<th>ICT Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Type</td>
<td>Contract</td>
</tr>
<tr>
<td>Salary Range</td>
<td>NR 9 – NR 10</td>
</tr>
<tr>
<td>Location and Position No</td>
<td>KMD/ISM</td>
</tr>
<tr>
<td>Reporting Relationship</td>
<td>Reports to Information Management Systems Manager</td>
</tr>
<tr>
<td>Subordinates</td>
<td>NIL</td>
</tr>
</tbody>
</table>

#### 1. Position Summary

The ICT Officer is responsible for all the technical management and administrative support of the ICT Infrastructure at the Institute. This position will administer and provide technical support and solutions to the hardware, software and Internet services that are provided to all users at the Institute.

#### 2. Dimension:

<table>
<thead>
<tr>
<th>Budget:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff:</td>
<td>N/A</td>
</tr>
<tr>
<td>Expenditure budget:</td>
<td>N/A</td>
</tr>
<tr>
<td>Equipment:</td>
<td>Laptop, networking tools, administrative permissions.</td>
</tr>
</tbody>
</table>

#### 3. Nature and Scope:

**Reporting Relationship**
The ICT Officer is one of five (5) positions reporting directly to the Information Systems Management Manager.

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![Organizational Chart](chart.png)
Working Environment
Located within the Knowledge Management Division, this position is responsible for administering and maintaining ICT Infrastructure for the Institute.

Constraints, Framework and Boundaries
The ICT Officer's actions or activities are guided by set policies and practices (precedence) and Management directives or decisions. The conduct of this position is also dictated by the best practices, principles and various frameworks of the ICT industry including ISO, ITIL, COBIT, ISSA, W3C, ITU, IEC, IETF, OASIS, International Guidelines on Interoperability, Privacy and Secrecy of official information pertaining to an organization.

Challenges
- The incumbent is often put under pressure both from staff and Management to resolve technical ICT related issues and/or matter effectively and efficiently within the set guidelines.
- A major challenge for the incumbent is to be well versed with various technical skills in the ever-changing ICT industry.
- The incumbent is seen to be competent and knowledgeable in identifying technical issues with hardware and software and providing accurate and long-term solutions to every ICT issue that arises.

Working Relationship
Internal
- ISM Manager, NRI ICT Users, Executive Management.

External
- ICT Hardware, Software and Service Providers.

4. Key Outcomes
- Ensure that the HCI Server Infrastructure hardware and software technologies at NRI Datacenter is managed and administered to optimal performance and availability.
- Ensure the data backup system is maintained to functional state and scheduled tasks are verified to be successful.
- Ensure the security and antivirus systems are maintained to industry standards.
- Ensure that the second line technical support service escalated from the Helpdesk Support System is delivered in a professional manager to satisfy and meet NRI users and clients' expectations.
- Ensure that communication with and technical advice given to users and management is accurate and timely.
- Ensure that all projects/tasks undertaken meet their deadlines and delivered within budget and to the correct standard and quality.
- Ensure technical documentation is developed and reviewed regularly with changes in the circumstances.
5. Key Duties & Responsibilities

- **Management and administration of Datacenter**
  Ensure HCI Server hardware and software are adequately monitored and maintained to correct specified standards.
  Review, develop and administer maintenance tasks periodically to backup, restore, update and upgrade data systems and applications.
  Ensure that network and Internet services are monitored regularly, and routine maintenances are performed for high availability and reliability to the users.

- **Second Line Technical Support**
  Technical Support escalated from the Helpdesk Support System is timely and professional.

- **Communicating Technical Advice**
  Provision of technical advice to management and NRI users are adequately researched and are accurate.

- **Project Delivery and Management**
  Plan and execute ICT projects on time and within budget.
  The projects are complete to benchmark standard and quality.

- **Technical Documentation of Networks and Systems**
  Develop technical documentations for processes and procedures pertaining to hardware and software for the Networks and Systems deployed at the Institute.

- **Provide periodic report to ISM Manger**
  Generate and prepare reports to ISM Manager accurately and with facts on the ICT matters reported and resolved.

- **Perform other duties**
  Perform any other duties as directed by Information Management Systems Manager or as requested by Executive Management

6. Technical Knowledge and Skills

- Excellent Analytical and Problem-Solving Skills
- Thorough technical knowledge of HCI technologies
- Thorough knowledge of VMWare virtualization technology.
- Thorough knowledge of Microsoft Server Operating Systems.
- Thorough knowledge of Enterprise Backup application such as Veeam.
- Thorough knowledge of Enterprise Backup application such as Kaspersky.
- Working knowledge of Networking Cisco products.
- Working knowledge of Active Directory Services such as ADDS, DNS, DHCP.
- Working knowledge of Networking Concepts such IP Address, VLANs.

7. Qualifications and Experience

- Bachelor’s Degree in ICT or Computer Science.
- Possess a minimum of 5 years’ experience in an ICT technical role and or datacenter.
- Member of PNG Computer Society.
- ICT Industry Certification in Microsoft or Cisco is advantageous.

8. Personal Attributes and Skills

- Proactive and Self-Motivation.
• Excellent communication skills.
• Team Player.
• Ability to respect and maintain confidentiality at all times.
• Works ethically and with integrity.
• Strives to increase productivity.
• Ability to work under pressure and with minimal supervision.
• Being proactive and self-motivated

9. Levels of Supervision
• Entry level position reporting to the Information Systems Management Manager.

Declaration:

I confirm that I have read and fully understand the role of the ICT Officer and undertake to accomplish my tasks consistent with this position description and adhere to the changes that are instituted by Executive Management and the Council from time to time.

Sign: ....................................................

Staff: .................................................... Date: .....................................................

ISM Manager: ........................................ Date: .....................................................