



## PUBLIC SERVICE OF PAPUA NEW GUINEA

### JOB DESCRIPTION

	<b>SEQ. NO:</b>	<b>POS. NO.</b> DJAGICT. 04
<b>DEPARTMENT:</b> JUSTICE & ATTORNEY GENERAL	<b>DESIGNATION/CLASSIFICATION</b> COMMUNICATIONS ENGINEER GR. 16	
<b>OFFICE/AGENCY:</b>	<b>LOCAL DESIGNATION</b> COMMUNICATIONS ENGINEER	
<b>DIVISION:</b> CORPORATE AFFAIRS & GENERAL ADMINISTRATION	<b>HIGHEST SUBORDINATE</b> ASSISTANT COMMUNICATIONS ENGINEER	<b>POS. NO.</b> DJAGICT. 12
<b>BRANCH:</b> INFORMATION COMMUNICATIONS TECHNOLOGY	<b>IMMEDIATE SUPERVISOR</b> ICT OPERATIONS MANAGER ICT ADMINISTRATION MANAGER	<b>POS. NO.</b> DJAGICT. 02 DJAGICT. 03
<b>SECTION:</b> COMMUNICATIONS & ELECTRONICS	<b>LOCATION:</b> WAIGANI	

### HISTORY OF POSITION

FILE NO.	DATE OF VARIATION	DETAILS

### PURPOSE OF THE JOB:

The Information Communications Technology Branch provides the administrative support services of information & communications technology to the Department of Justice and Attorney General. The Branch ensures that all required information & communications technology services are fully functional.

The role of the Communications Engineer is to manage and co-ordinate the development and maintenance of all Departmental communication infrastructure for management decision makings

### ACCOUNTABILITIES:

- Responsible for researching, identifying, developing, implementing, and supporting department-wide communications infrastructure
- Responsibility for assisting client divisions define technical requirements and specifications for the development or procurement of communication infrastructure devices

- Supervise immediate subordinate staff
- Install, manage and maintain communications devices
- Manage communications infrastructure to ensure reliable operation
- Develop and maintain communications infrastructure designs and documentation
- Report the ICT Operations and ICT Administration Managers

**MAJOR DUTIES:**

- Ensure all user reported faults on ICT communications infrastructures are promptly attended to
- Monitor and manage communications usage of analogue and digital traffic
- Troubleshoot and repair all communication devices
- Diagnose and resolve communications and subsequent faults
- Ensure all faults are updated in the Helpdesk System
- Provide hands on technical mentoring role for subordinate staff
- Report to the ICT Operations Manager daily
- Perform all other duties as directed in consistent with the above

**REPORTING AND WORK RELATIONSHIP - INTERNAL:**

- Reports to the Report to the ICT Operations and ICT Administration Managers
- Coach and mentor subordinate staff, graduate trainee and new IT recruits
- Liaise with other branch within the Department

**WORK RELATIONSHIP – EXTERNAL:**

- Represent the Department of Justice and Attorney General in official or promotional ICT workshops, conferences and meetings in the absence of the ICT Operations and ICT Administration Managers.
- Liaise with other state agencies with regards to ICT policies and initiatives.
- Liaise with service providers, suppliers and stakeholders of ICT services provided by the department.

**PERSON AND POSITION SPECIFICATIONS:**

**Qualifications**

- Degree in Communications/Electronics Engineering; or related discipline is preferable
- Industry recognized certification would be an advantage.

**Experience**

- Minimum 3-5 years of work experience in the field of electronic communications and telecommunications, preferably in an ICT environment
- Supervisory level or management level of experience is required

## **Knowledge**

- Must be knowledgeable in information communication technology systems and telecommunication infrastructures;
- Must be able to administer, manage and troubleshoot communication devices such as routers, modems, IP-PABX systems, etc.
- Have extensive experience in the effective management of communication topologies and security within a complex and confidential environment.
- Excellent demonstrative knowledge in communication infrastructures and security
- Good understanding of the Public service (*Management*) Act 2014 and General Order 04<sup>th</sup> Edition 2012;

## **Skills**

- High standard of written and oral communication skills;
- Establishes communication specifications by conferring with users; access; designing router/gateway administration and configuration;
- Establishes network by evaluating network performance issues including availability, utilization, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls;
- Maintains optimum communication performance via network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor;
- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation;
- Upgrades network and communications systems by conferring with vendors; developing, testing, evaluating, and installing enhancements.