



**PAPUA NEW GUINEAN
GOVERNMENT**

JOB DESCRIPTION

JOB DESCRIPTION INFORMATION	
Position Title:	SYSTEMS SUPPORT OFFICER
Report to:	MANAGER – SYSTEMS ADMINISTRATION
Division/Branch/Section:	INFORMATION COMMUNICATION TECHNOLOGY /CORPORATE SERVICES
Location:	PORT MORESBY
Classification/ Salary Range:	CUS 10
Position n°:	CUIT 005 K67, 959 – 83,061
File n°:	

DUTY STATEMENT:

The overall responsibilities of the Systems Support Officer is ensure all information and computer technology infrastructure is operational and capable for meeting the daily needs of PNGCS, including ASYCUDA and CMIS systems.

EDUCATION AND EXPERIENCE:

- Bachelor in science majoring in Computing or other qualification relevant to the position.
- Demonstrate a proven ability to communicate effectively in written and spoken English with good organizational and analytical skills.
- Five (5) years or more work experience in the field of Information Technology area, also working experience in Customs and Asycuda System is vital.
- Sound knowledge of PNG customs laws, Standard Operating Procedures, and the ASYCUDA++Systems;
- Familiar in all aspects of Information Communication Technology including database administration, networking and Office applications.

KEY COMPETENCIES:

- The Systems Support Officer should be innovative and system driven focused on ensuring PNGCS continues to increase productivity through information technology development.
- Possess the skills and functions as a leader sharing the values, mission and vision of Papua New Guinea Customs Service to administer and regulate the PNG Customs Act and other relevant legislation in respect to international trade facilitation and Border Security.
- Displays integrity, models, behavior, develop people and builds teams to administer and regulate the PNG Customs Act and other relevant legislations in respect to International Trade facilities and border security.
- Manages change and transition ability to influence others through technology to change mindsets.

KEY RESPONSIBILITIES

The key responsibility of the Systems Support Officer is to ensure all infrastructures in relation to ICT needs of PNG Customs Services are well maintained and operational including ASYCUDA & CMIS system. Other responsibilities include;



- Administration, maintenance and implementation of domain servers, email servers, file and print server, antivirus server and NAS storage server.
- Administration of VMware Virtual Environment its maintenance and implement changes
- Administer and Maintain DELLSAN Storage Infrastructure.
- Create and manage back up schemes and policies of Symantec.
- Manage Engine Service Desk Server administration by ensuring complete documentation and service desk process flow and policy summary including on-going configuration.
- Ensure efficient network administration by maintaining switch infrastructure, structure cabling infrastructure, wireless network infrastructure and liaison with all stakeholders to ensure all of PNG is effectively linked.

MINOR RESPONSIBILITIES

- Perform other duties as directed.
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The Job description was completed in consultation with Division/Unit Heads whose signature appears below and approved by the Papua New Guinea Customs Council.



**Assistant Commissioner- Corporate services
Desmond Kenehe**

**Papua New Guinea Customs Council
Ray Paul, OBE**

Dated._____

Approved By Papua New Guinea Customs Council

Dated_____

Ref:- Decision Nº:..... Meeting Nº:.....

