



PAPUA NEW GUINEAN
GOVERNMENT

JOB DESCRIPTION

JOB DESCRIPTION INFORMATION	
Position Title:	SYSTEMS SUPPORT OFFICER
Report to:	MANAGER – SYSTEMS ADMINISTRATION
Division/Branch/Section:	ICT
Location:	HEAD QUARTERS
Classification/ Salary Range:	CUS 10 (K67,959 – 83, 061 pa)
Position n°:	CUIT 007
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 PNGCA, including ASYCUDA and other applications.

EDUCATION AND EXPERIENCE:

- Bachelor in Science majoring in Computing or Degree in Computing Science or Diploma in computer science with Five (5) years or more work experience in the field of Information Technology area,
- Demonstrate a proven ability to communicate effectively in written and spoken English with good organizational and analytical skills.
- Knowledge/Training experience in Customs and Asycuda System will be an added advantage
- 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 PNGCA continues to increase productivity through information technology development.
- Possess the skills and functions as a team player sharing the values, mission and vision of Papua New Guinea Customs Authority to administer and regulate the PNG Customs Act and other relevant legislation in respect to international trade facilitation and Border Security.

KEY RESPONSIBILITIES

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

- Support to maintain and implement of domain servers, email servers, file and print server, antivirus server and SAN/NAS storage servers.
- Support to VMware Virtual Environment its maintenance and implement changes
- Maintenance of backup systems
- Manage Engine Service Desk Server administration by ensuring complete documentation

and service desk process flow and policy summary including on-going configuration.

- Ensure efficient desktop computer and end user support.
- Sound knowledge of PNG customs laws, Standard Operating Procedures

MINOR RESPONSIBILITIES

- To attend meetings as directed by the management.
- To attend to relevant agencies enquires in respect to information technology.
- To work with external partners to improve information systems in PNGCS

The Job description was completed in consultation with Division/Unit Heads whose signature appears below and approved by the Papua New Guinea Customs Council and form the basis of a contract between the employer and employee.

Assistant Commissioner- ICT

Papua New Guinea Customs Council

Ray Paul, OBE

Dated._____

Approved By Papua New Guinea Customs Council

Dated_____

