



**Christian Health Service (PNG)**

**1. IDENTIFICATION**

<b>AGENCY:</b> Christian Health Service	<b>POSITION NUMBER:</b> CHS – NSEC – 029	<b>POSITION REFERENCE NUMBER:</b> ICT029	
<b>DIVISION:</b> Programs	<b>DESIGNATION/CLASSIFICATION:</b> Information Communication & Technology Manager		<b>GRADE:</b> 16
<b>BRANCH:</b> ICT	<b>REPORTING TO:</b> Deputy Director Programs	<b>POSITION NO:</b> CHS – NSEC - 0029	<b>REF NO:</b> MGT002
<b>SECTION:</b> Information & Technology	<b>POSITION LOCATION:</b> NATIONAL CHS SECRETARIAT – PORT MORESBY		<i>Handwritten: MGT 0029, ICT</i>

**2. PURPOSE**

- Oversee all Information Technology aspects at the National CHS Secretariat Office, ICT needs for the Secretariat and the affiliated church agencies on their need to improve information sharing and data or reports transmissions

**3. SCOPE**

- Reporting to the Deputy Director Programs, the ICT Manager is to provide all computer hardware and software maintenance, training and consultation and recommendations about future planning and development of resources.

**4. PRINCIPLE ACCOUNTABILITIES**

- Manage Information Technology and Computer systems
- Ensure technology is accessible and equipped with current hardware and software with a sound and solid agency connectivity
- Monitor and maintain technology to ensure maximum access
- Perform other related duties as required during working hours

**5. MAJOR DUTIES**

- Plan, organise, direct and evaluate the operations of information systems and electronic data processing.
- Develop and implement policies and procedures for electronic data processing and computer systems operations and development
- Develop a CHS ICT Policy
- Meet with managers to discuss system requirements, specifications, costs and timelines.

- Provide options to Management in times of emergency and systems failure
- Coordinate the outsourcing of information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems if need be
- Troubleshooting hardware and software and network operating software and all technology issues in SOE and remain operational at an optimal level
- Train staff and provide orientation to new users and be able to teach and transfer knowledge
- Maintain Inventory of technology, hardware, software and resources
- Provide recommendations on software and technology for cheaper and efficient technologies and systems
- Devise cost sharing arrangements with agency for ICT maintenance
- Oversee all user accounts, passwords, and server and networking issues.

### 6. NATURE

Channel of communication is through the Deputy Director Corporate Service

#### 6.1: WORKING RELATIONSHIP

##### (a) Internal

- The incumbent will work in close consultation with the Deputy Director Corporate Service and CHS Secretariat employees

##### (b) External

- Assist clients, partners and CHS Agencies on IT issues.
- CHS Health Managers in all Regions

#### 6.2: WORK ENVIRONMENT

- The position requires extra time and commitment to ensure all computers and software are operational. All staff have internet access and connected to the Server and Printer. The incumbent will spend long hours of sitting and using office equipment equipment that will be exposed to some sort of risk

### 7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

- Ensure effective Information Communication Technology systems including managing a number of projects at one time
- Periodic service and upgrade to the systems and equipment's

### 8. CHALLENGES

- A challenging role that requires a IT trained and qualified person to meet the work demands be able to respond to proactively to all IT needs
- Transfer of basic knowledge to subordinates

### 9. QUALIFICATIONS, EXPERIENCE AND SKILLS

#### (a) Qualification

- Bachelor's Degree in Information Technology from a recognised tertiary institution.

#### (b) Knowledge

- computer hardware and software programs and systems
- networking, administration and installation
- troubleshooting
- virus security
- Email and internet programs
- Ability to install and administer computer hardware, software and networks

#### (c) Skills

- Management & supervisory skills including time management.
- Team building skills
- Analytical problem solving skills
- Decision making skills
- Teaching and skills transfer
- Presentation skills
- Effective verbal, written, listening presentation and communication skills.

#### (c) Work Experience

- Have at least five (5) years hands on work experience in Information Technology, maintenance of a Server and IT Hardware & Software and Systems.

#### (d) Other Attributes

- Must be a Mature and Practising Christian
- Self-motivator and Starter
- Able to supervise a team

### 10. Variation

This job description will be subjected to review from time to time as or when required, approved and endorsed by the CHS management.