



BANK OF PAPUA NEW GUINEA

Position Description

Job Title	ICT Tools Specialist
Reporting to	Manager – Service Desk Unit
Location	Port Moresby, Bank of Papua New Guinea
Salary range	Grade 9
Employment Type	National Contract

Role Description

The ICT Tools specialist function is a critical role in the ICT department. It ensures the ICT Department can leverage their tools properly and drive efficiency for each ICT team. It ensures Tool integration, workflow automation and orchestration of repeatable tasks. The function also enables the ICT Department to improve response time to the business and the time to troubleshoot and restore Bank applications and services.

Responsibilities

On-Call & Shift Work Arrangements

Key Activities

- At time will need to respond to changes being conducted outside of business hours.
- Ensure BPNG assets are used exclusively for BPNG-related work
- Submits accurate and timely On-Call payment details.
- Maintains accurate time-keeping records for On-Call hours.
- Provide advance notice of any lack of availability to meet On-Call work.
- Responds immediately to all On-Call requests for assistance.
- Fully complies with the following ICT policies:
 - Acceptable Use
 - Asset Management
 - Internet & Cloud
 - Information Security & Breaches
 - IT Security & Governance Standards
 - User Access Management

Leadership

Key Activities

- Creates compelling development plans and executes them.
- Faces up to people problems quickly and directly.
- Provides current, direct, complete, and “actionable” positive and corrective feedback to others.
- Reinforces the desired BPNG culture

Continuous Quality Improvement

Key Activities

- Contributes to ICT Continuous Quality Improvement activities within Service Operations
- Promotes a Service Management culture across ICT and within the BPNG customer base
- Seeks feedback from Users of ICT and ICTD

Business Management

Key Activities

- Acts commercially, managing company resources efficiently and effectively.

- Assists with the procurement of ICT tools and technology as required.
- Enforces ICT policies and standards and processes relating to service management and efficient resolution of incidents.
- Provides quality service to end users in needs analysis, solution recommendation, vendor selection, implementation, training and post-installation support.
- Recommends improvements to systems and practices to Service Delivery Manager.

Relationships

Key Activities

- Creates and delivers on appropriate team and user expectations.
- Maintains an appropriate profile, to ensure BPNG is viewed positively externally.
- Participates in the Information Technology Governance forum.
- Represent BPNG at relevant external forums, presenting a professional and positive image of the Bank.
- Represents ICT Tools Management at meetings as required and ensures effective linkages with other parts of ICT Services.

Reporting

Key Activities

- Contributes to the monthly ICT Management Service Delivery Report
- Develops and executes reports for Service Delivery activity.
- Ensures accuracy of data in all reporting to Management
- Produces weekly, monthly, quarterly and annual performance Service Delivery reports.
- Provides detailed analysis of Service Delivery performance indicators.
- Works with Departmental Managers to analyse the implications of reporting results.

Support the Bank's Corporate Values

Key Activities

- Demonstrate behaviours consistent with the Bank's values.

Requirements

- Have a Bachelors' Degree or Masters in Information Science, Computing, Service Management, or a related field from a recognised institution.
- Experience working with Manage Engine Service Desk Plus is highly desirable.
- Experience working with API's and application integrations.
- Proficiency in software tools such as spreadsheets, data modelling tools and ITSM software administration.
- Familiarity with basic programming languages and scripting.
- Excellent communication and interpersonal skills to collaborate with diverse teams.
- ITIL certification and understanding is highly desirable.
- Familiarity with industry best practices and emerging trends in IT service management.
- Ability to compartmentalise work and juggle multiple streams of work.
- Able to work well with others, understanding team dynamics, and having a cooperative spirit are essential.
- Strong analytical and problem-solving skills, being able to think critically and come up with effective solutions with an emphasis on proactive prevention.
- Being open to learning and adapting to new technologies, tools, and methodologies.
- Having patience to deal with some tasks that are time-consuming and challenging. Being able to meticulously handle tasks and deal with obstacles and delays.
- Ability to find innovative solutions to problems or thinking outside the box.
- Understanding and adhering to ethical standards and data privacy regulations is crucial.
- Willingness to stay updated on new features and enhancements in ServiceDesk Plus.

Working Relationship

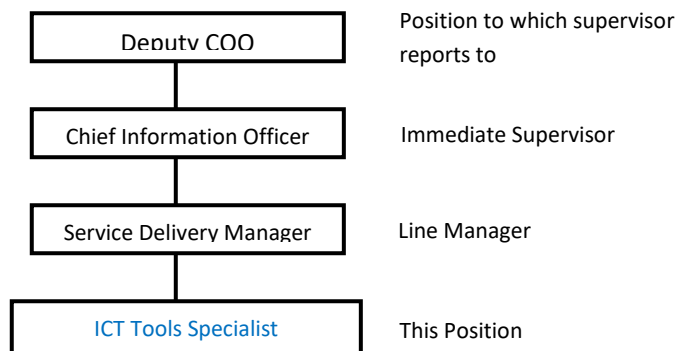
The ICT Tools Specialist will establish and maintain the following internal and external relationships:

- **Internal**
- CIO
- ICT Management Leads
- Information Communication Technology Oversight Committee (ICTOC)
- Service Operational Forums

- All other members of the ICT team
- Change Advisory Board
- Service Desk Analysts
- ICT Cyber Security Unit
- Internal Audit
- **External**
- Third Party Product and Service Suppliers
- IT Auditor
- Training Organisations

<u>Function</u> Governance	<u>Objective 9</u> High Performance Culture is thriving <u>Objective 10</u> Targeted Capability is uplifted and performance is improved
<u>Goal 6</u> Establish BPNG as a modern high performing and trusted institution	<u>KRA 9.1-9.5</u> Our team models our values of integrity, efficiency, transparency, professionalism, teamwork and accountability. <u>KRA 10.1-10.5</u> We understand the Bank's future needs and are preparing the workforce to meet new challenges.

Reporting Relationship



Refer also to the full ICT Organisation Chart

Bank Values:

- Integrity – with integrity we build good governance and credibility.
- Transparency – with transparency our decisions stand scrutiny.
- Accountability – through accountability we take responsibility for our decisions and actions.
- Efficiency – with efficiency we produce quality results on time and on budget
- Professionalism – through professionalism we strive for best practice.
- Team work – through team work we benefit from sharing skills, knowledge and experience.