



BANK OF PAPUA NEW GUINEA

Position Description

Job Title	ICT Operations Manager 2IC
Reporting to	Chief Information Officer (CIO)-ICT Department
Location	Port Moresby
Salary range	TBA
Employment Type	Contract

Department Purposes

The Information and Communication Technology Department (ICT) is responsible for delivering the Bank's ICT infrastructure and services that supports all business operation. ICT enables efficient and secure communication, data management, and technology-driven business solutions across the Bank. The department's vision is to provide the right information to the right people at the right time to deliver strategic outcomes through operationally affordable good practices.

Role Descriptions:

The ICT Operation Manager 2IC supports the ICT Operations Manager to provide leadership management, and technical direction across all operations aspects of the Bank's ICT infrastructure. The role ensures continuity of ICT services, systems ability, security compliance, and effective recovery processes to support the Bank's business functions.

Responsibilities

- Supporting the ICT Operations Manager in managing ICT infrastructure, including servers, storage, and networks.
- Assist with the management of backup and recovery processes and ensure Disaster Recovery readiness.
- Monitoring ICT system using appropriate tools and ensure availability in line with service level agreement (SLAs).
- Provide technical guidance and leadership to ICT Operations staff and ensure service continuity.
- Assist in the preparation of the ICT Operations budget and resource planning.
- Ensure security policies and controls are effectively implemented to protect Bank data and assets.
- Contribute to the development of ICT Policies, and standards in alignment with best practices.
- Adheres with On-Call roster.
- Ensure suitable on-call cover is provided by ICT Operations staff to support 24/7 operations.
- Maintain accurate time keeping records for On-Call hours.
- Full complies with the ICT policies.
- Provides leadership in DR and Business Continuity to the Bank for all applications critical for BPNG ICT Operations.
- Provides leadership to the ICT Operations Team.
- Ensures all ICT operations support documents is current and useable by persons other than ICT operations staff.
- Ensure networks and infrastructure are capable of supporting the business applications they support
- Ensure all on-going updates of policy and processes, test established contingencies such including backup, recovery, failover and disaster recovery and business continuity.

- Develop and enforce controls to ensure security of infrastructure systems, end user computing environment, data centres, work recovery are and ICT only authorized areas to support the protection of BPNG Data and information assets.
- Works with other ICT business unit managers to support the smooth operations of change Authorization Board (CAB) activities.

Requirements

✓ Education and Qualifications

- Bachelor Degree in Information Science, Computer Science, Business Information or related field from a recognized institutions.

✓ Experiences

- Minimum 5 years of professional experience in ICT infrastructure management preferably in financial sector.
- Strong experience with International Business Machine (IBM)/HP Server, Unix/AIX/Linux, and virtual server environment.
- Experience in managing ICT operations in large-organization (20 + servers, 300 + Desktops).

✓ Speciality Skills

- Proficiency in IT Service Management (ITIL/COBALT frameworks) and ICT security best practices.
- Excellent analytical, problem-solving, and communication skills.
- Ability to lead, mentor, and develop a team of ICT specialist.
- Knowledge and skills in Data Centre management including HACS, and understanding of supporting facilities (Air conditioning, Chiller, VESDA or other alarm systems, Generator, UPS).
- Knowledge and skills in design and best practices in enterprise backup and recovery and IT Disaster Recovery.
- Skills and ability to establish monitoring systems ensuring analysis of trends / patterns to establish preventative measures to prevent or minimise impacts of system outages.

Working Relationship

✓ Internal Relationship

- Chief Information Officer
- ICT Operations Manager
- ICT Operations Technical Staff
- Applications Manager
- Service Delivery Manager
- All other members of the ICT tea

✓ External Relationship

- 3rd party Service Vendors
- BPNG ICT Auditor
- Training Organizations

Authority& Delegations

Financial: (Within Approved budget limit)

Staffing:

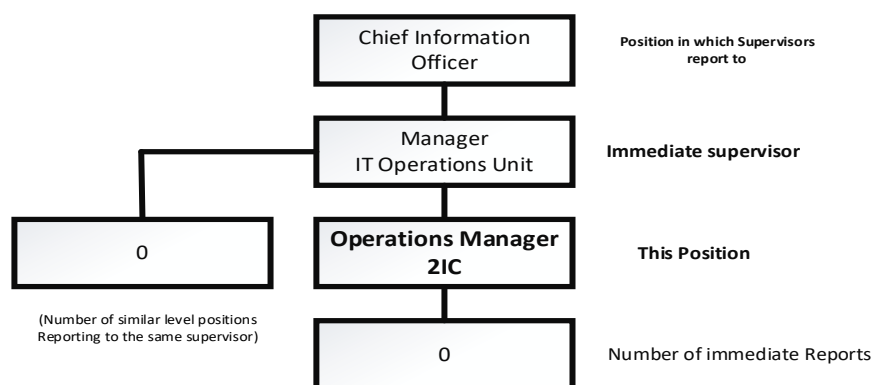
- Provide input to ICT Operations staff performance management assessments
- Contribute to the recruitment of ICT Operations team
- Recommend review of establishment

Policy/Procedures:

- Contribute to ICT policy
- Recommend ICT policy amendments

<u>Function</u> Corporate Operations	<u>Objective 9</u> High Performance Culture is thriving <u>Objective 10</u> Targeted Capability is uplifted and performance is improved
<u>Goal</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 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.