

BANK OF PAPUA NEW GUINEA
POSITION DESCRIPTION
NETWORK SUPPORT
INFORMATION & COMMUNICATIONS TECHNOLOGY DEPARTMENT

1. DEPARTMENT PURPOSE STATEMENT

Information and Communication Technology (ICT) is a rapidly growing and increasingly vital part of the BPNG business model.

ICT services all facets of the Bank's day-to-day business and acts within both the borders of Papua New Guinea and the wider international banking and finance community.

ICT is an enabler of BPNG business outcomes and a supplier of ICT-based products and services to deliver these.

The vision of ICT is "The Right Information to the Right People at the Right Time to deliver the Bank's Strategic Outcomes through Operationally-affordable Good Practices."

2. ROLE OF ICT

The ICT Department has the primary responsibilities for developing and facilitating the following BPNG functional responsibilities where it provides a broad portfolio of services to its customers and consumers; these include;

- Contract Management
- Desktop
- Infrastructure
- Network Services
- Service Management
- Project Management
- Solutions Sourcing & Architecture
- Video/Mobile & Telephony
- ICT Consultancy Services

And contributes as appropriate to the performance of the other functions and to the overall achievement of BPNG's strategic objective.

3. ROLE OF NETWORK SUPPORT

The role of Network Support involves implementation, configuration, maintenance and support of all ICT communication and network systems and associated ancillaries within the Bank of Papua New Guinea.

This role reports to the Communications Engineer within the Operations Unit of the ICT department and will require a predominantly Cisco experienced and/or qualified candidate. Responsibilities include but not limited to:

- Implement, configure, maintain and support critical network and communication solutions within the BPNG
- Monitor networks using best practices and tools T
- Monitor communications systems including Voice, Data and Video Conferencing Systems
- Troubleshooting communications and network systems to ensure service availability
- Support in the design recommendations on communications infrastructure.
- Implement security recommendations as documented by the Security Analyst.
- Liaise with the Communications Engineer, Server Engineers to implement best practices for network infrastructure design.
- Provide the Communications Engineer with communications infrastructure performance, capacity and availability reports.
- Maintain critical spares for the communications infrastructure.
- Maintain Cisco contracts
- Attend to task assigned by the communications engineer

Education:

- Bachelors' Degree in Communications Engineering, Computer Science or related field
- Cisco certification is desirable
- An ITIL Foundation Certificate or Cobit5 Foundation certification or both

Experience

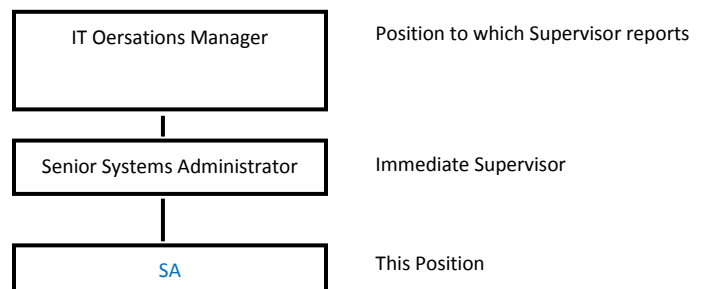
- A minimum of three (4) years of experience in managing networks and communications infrastructure within a large business
- Experience in support of Cisco network and communication devices
- Experience and exposure to IBM AIX 7 Server, Redhat Linux Server, Email Servers, Proxy Servers, SPAM/Web Filters, LDAP deployment in a large business and Storage Area Networks and associated communications
- Experience in supporting voice, data and video conferencing facilities
- Exposure to unified communications systems, Swift, Bloomberg

Professional/Technical Skills/Attributes

- Advanced knowledge of networking concepts and implementations including VPN (client and tunnels), DHCP, DNS, VLAN, and subnets

- Familiarity with virtualization environments, antivirus software
- Setting up user accounts, permissions and passwords
- Overseeing security of all systems, including the internet access
- Fixing network faults
- Technical support for people using the network
- Day to day admin and monitoring of network use
- Provide support of Cisco unified communications system
- Providing technical documentation, policies and procedures
- Authoring Requests For Change (RFC) and Implementing approved RFCs
- Pre-testing and final implementation testing of approved changes
- Problem Management
- Planning of maintenance windows for network outages to allow preventative measures to be implemented
- Prioritising Service Desk requests for level 2 support for communication Incidents and Service
- Ability to manage Microsoft and Unix server integration into networks and storage
- Managing a large data centre infrastructure from the network perspective
- Experience in the Financial or Banking sector

4. REPORTING RELATIONSHIPS



(Number of similar level positions reporting to the same supervisor)

Refer also to the full Organisation Chart

WORKING RELATIONSHIPS

Network Support has the following internal relationships:

- Communications Engineer
- IT Operations Manager
- Service Desk Supervisor
- Security Officer & Analyst
- System Administrators
- Infrastructure providers
- Change & QA Manager
- Other Network Support

5. ACCOUNTABILITIES

5.1 Leadership

- Reinforce the desired BPNG culture
- Support the Operations team in ensuring appropriate resources are available
- Provides current, direct, complete, and “actionable” positive and corrective feedback to the Communication Engineer and others
- Faces up to people problems quickly and directly
- Provides challenging and stretching tasks and assignments for individual reports
- Provide monthly reports on performance of communication and network systems and identify areas for improvement

7.2. Strategy

- Support ICT strategies, plans and service delivery to key BPNG operational plans
- Support Operations Unit in meeting its objectives
- Focus on adding value at both an operational and long-term strategic level
- Provide support to other BPNG business units to enhance the quality of ICT decisions and ensure integration across the Bank

7.3 Financial Management

- Identify and realise opportunities that enhance the value of the business
- Support the Operations Unit plans and annual budget
- Support the Operations Unit and the ICT department to achieve the ICT group’s goals and objectives

7.4 Business Management

- Act commercially, managing company resources efficiently and effectively
- Proactively develop and implement quality improvements to team systems and practices
- Ensure all ICT activities meet commercial and legal requirements
- Approve, coordinate and be ultimately responsible for all ICT projects
- Develop and maintain appropriate ICT organisational structure capable of supporting the information needs of all BPNG business units

- Develop, maintain and enforce Operations Unit policies and standards relating to the acquisition, implementation, and operation of information technology and communication systems
- Negotiate ICT service level agreements with user organisations and monitor ICT systems performance to assure service levels are being met

7.5 Planning

- Relevant experience Network Management

7.6 Relationships

- Builds constructive and effective relationships
- Create and deliver on appropriate customer expectations.
- Maintain an appropriate profile, to ensure BPNG is viewed positively externally

7.7 Support the Banks Corporate Values: Efficiency; Professionalism; Accountability; Teamwork; Transparency; Integrity

- Demonstrate behaviours consistent with the Bank's values.

7.8 Requisite Competencies for the Role

Competency	Behaviours
Customer Focus	<p>Is dedicated to meeting the expectations and requirements of internal and external customers</p> <p>Gets first-hand customer information and uses it for improvements in products and services</p> <p>Acts with customers in mind</p> <p>Establishes and maintains effective relationships with customers and gains their trust and respect</p>
Problem Solving	<p>Uses rigorous logic and methods to solve difficult problems with effective solutions</p> <p>Probes all fruitful sources for answers</p> <p>Can see hidden problems</p> <p>Is excellent at honest analysis</p> <p>Looks beyond the obvious and doesn't stop at the first answers</p>
Technical Learning	<p>Picks up on technical things quickly</p> <p>Can learn new skills and knowledge</p> <p>Is good at learning new industry, company, product, or technical knowledge</p> <p>Does well in technical courses and seminars</p>
Drive for Results	<p>Can be counted on to exceed goals successfully</p> <p>Is constantly and consistently one of the top performers</p> <p>Very bottom-line oriented</p> <p>Steadfastly pushes self and others for results</p>
Functional/Technical Skills	<p>Has the functional and technical knowledge and skills to do the job to a high level</p>
Integrity and Trust	<p>Is widely trusted</p> <p>Is seen as a direct, truthful, individual</p> <p>Can present the truth in an appropriate and helpful manner</p> <p>Keeps confidences</p> <p>Admits mistakes</p> <p>Doesn't misrepresent him/herself for personal gain</p>
Peer Relationships	<p>Can quickly find common ground and solve problems for the good of all</p> <p>Can represent his/her own interests and yet be fair to other groups</p> <p>Can solve problems with peers with a minimum of noise</p> <p>Is seen as a team player and is cooperative</p> <p>Easily gains trust and support of peers</p> <p>Encourages collaboration</p> <p>Can be candid with peers</p>

Perseverance	Pursues everything with energy, drive, and a need to finish Seldom gives up before finishing, especially in the face of resistance or setbacks
Knowledge & Experience	Proven and relevant management experience Experience of customer service within a technology environment An understanding of the ITIL service management framework and processes is preferred Experience in the banking and finance sector is desirable
Valuing the Work	Awareness of information security Excellent communication skills and ability to communicate technical directions in simple, clear language Making a difference to business outcomes for BPNG ICT users Personal and professional integrity