



Australian High Commission
Port Moresby

Candidate Information Pack

Information Technology Manager Corporate Services

Closing Date: Friday, 24 November 2017

This information package should assist potential applicants to understand the work of the Australian High Commission, what is involved in the role, the Selection Criteria, how to apply and also help you make an informed decision to apply.

Position Description

Title	Information Technology Manager
Classification	Locally Engaged 5 (LE5)
Reports to	Second Secretary, Finance
Location	Port Moresby

About the Australian High Commission in Port Moresby

The Australian High Commission represents the Australian Government by advancing the interests of Australia and Australians in Papua New Guinea (PNG). Our primary national interest is in a strong bilateral relationship underpinned by a peaceful, secure and prosperous PNG and Pacific Region. The High Commission is also responsible for apprising Canberra about developments in areas such as domestic politics, immigration, economics, trade and investment, culture, defence and development cooperation, with a view to informing Australia's foreign policy. And for promoting a positive image of Australia, enhancing people-to-people links, and delivering consular assistance to Australians in need.

About the role

Under general direction, the Information Technology (IT) Manager will manage a small team and oversee the provision of high quality IT service support for the Australian High Commission in Port Moresby.

The key responsibilities for this position are:

- Manage the availability of IT applications, systems and devices, ensuring regular preventative maintenance and software upgrades are performed to maintain consistent high quality IT service provision
- Manage the provision of technical support and training for networks, systems and devices
- Coordinate and provide training to users in standard suite of applications (Microsoft XP, Lotus Notes and other commonly used applications)
- Protect the integrity of the communications system (SATIN Low) and user data by maintaining appropriate user access controls to comply with departmental security policies
- Provide first level IT support to users by carrying out initial problem diagnosis, registering faults and following up on issues
- Manage IT asset management tasks and stocktakes
- Oversee the processing of payments and invoices for IT related purchases
- Supervise the provision of support for basic PABX/switchboard faults
- Ensure the call accounting database for Post is maintained
- Review and make recommendations on the purchase of new software applications and hardware
- Provide IT support during Ministerial visits.

Qualifications/Experience

- This position requires relevant qualifications or experience in a range of software applications and Information Technology support.
- Good inter-personal and people skills, with ability to communicate at all levels including technical staff at the Global Support Centre
- Ability to provide user-friendly advice and training to staff of the High Commission.
- Excellent knowledge and previous working experience in developing and implementing ICT strategies.
- High level of proficiency in written and spoken English and in technical terminology.
- Well-developed understanding of security procedures and policies on management of corporate electronic data resources.
- Demonstrated ability to work under pressure, set priorities and meet deadlines with very limited supervision.

Eligibility/Other Requirements

The successful candidate is required to obtain a satisfactory police check, medical check and maybe required to travel on occasions. A current driver's license is required to drive a work vehicle.

Selection Criteria

The following criteria will be used to assess an applicant's suitability for a position. All interested applicants are required to submit a one page statement of claims outlining their suitability for the role.

1. Supports and Contributes to strategic direction
2. Achieves results
3. Values Teamwork and Builds Partnerships
4. Demonstrates personal drive and integrity
5. Works and communicates with influence
6. Specific Specialist/professional knowledge, skills and experience

Note: When considering your application, the Selection Committee will seek evidence of performance against each of these criteria

How to Apply

Applications must be submitted to The Human Resources Manager, pngahc.recruitment@dfat.gov.au by 4.30pm, **Friday 24 November 2017**. Late applications will not be accepted.

Your application must include:

1. A **Resume** (*3 Page maximum*) which outlines:
 - Employment history;
 - Education, qualifications and relevant training; and
 - The names and contact details of two **professional** referees.
2. **Your statement of claims** against the selection criteria (*1 Page maximum*)

Please include your name and the job title in the subject line of your email for easy reference. E.g. **John Smith – IT Manager**

Note: Given the number of applications, only those considered suitable for interview will be contacted.

The Australian High Commission promotes a workplace free from discrimination and harassment and is a smoke and buai free environment. All recruitment is based solely on merit.