



Australian High Commission
Papua New Guinea

Candidate Information Pack

ICT Manager and Post Systems Administrator Corporate Services, IT

Closing Date: Friday, 21 February 2020

Enquiries to: pngahc.recruitment@dfat.gov.au

This information pack should assist potential candidates to make an informed decision as to whether to apply for the position by explaining:

- the work of the Australian High Commission,
- the role we are recruiting, and
- how to apply for the position.

POSITION DESCRIPTION

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|---------------------------|--|
| Position number | 200144 |
| Title | ICT Manager and Post Systems Administrator |
| Classification | Locally Engaged 6 (LE6) |
| Section/ Agency | Corporate Services, IT |
| Reports to (title) | First Secretary, Corporate |
| Location | Papua New Guinea, 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 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. We also promote a positive image of Australia, enhancing people-to-people links, and delivering consular assistance to Australians in need.

About the role

Under limited direction, the ICT Manager and Post Systems Administrator will manage a small team to oversee the provision of high-quality ICT support to around 300 ICT users at the Australian High Commission in Port Moresby. The position will set the strategic direction of the IT Section and provide high-level system maintenance support in accordance with departmental policies and regulations. Relevant ICT qualifications, and/or experience are desirable.

As this position requires an Australian government security clearance, **applicants must hold Australian citizenship.**

The key responsibilities of the position include:

- Provide high-level ICT network, system and device support to Australian High Commission staff by:
 - overseeing and managing the availability of all ICT applications, systems and devices, ensuring regular preventative maintenance and software upgrades are performed as scheduled;
 - ensuring communication systems and user data integrity is protected through appropriate user access controls;
 - working closely with the Regional Technical Officer and Canberra-based ICT staff to anticipate, analyse and treat problems promptly to minimise outages and disruptions
- Manage strategic planning and coordination, set priorities for the ICT section, identify business improvement strategies and monitor progress towards achieving outcomes
- Oversee ICT asset management, and monitor IT section finances, prepare section budgets and financial estimates, and process payments
- Manage the operational workflow of a small team, ensure the delivery of quality outputs, and provide mentoring and coaching of staff to build knowledge and capabilities
- Develop, manage and support constructive working relationships with a range of key internal and external stakeholders, including business sectors, and local and international vendors

- Represent and promote the interests of the Australian High Commission at a range of forums, events and meetings, report on meeting outcomes, and provide advice on ICT policy and operational issues
- Prepare a range of high-quality written materials, including reports, briefing papers and correspondence to inform activity progress and identify emerging ICT issues
- Oversee contract management, draft tender documentation, and review and make recommendations on ICT procurement
- Provide high-level communications, information and planning input for Ministerial and other visits, including the installation of remote offices at off-site locations
- Liaise with stakeholders in Canberra to analyse and resolve complex system issues
- Administer communication system access and maintain security integrity in line with departmental policies
- Maintain post's telephone, fax and videoconferencing facilities, and update as required
- Provide ongoing technical ICT training to users to build staff capabilities and streamline services
- Manage safehand mail procedures including liaising with DFAT Canberra and the New Zealand High Commission, Port Moresby

Required skills and capabilities

- Formal ICT qualifications and/or experience in a similar role
- Previous management experience including the ability to effectively manage staff and prioritise tasks to achieve results
- Excellent communication and interpersonal skills and an ability to build relationships with a range of internal and external stakeholders
- High level of proficiency in written and spoken English and in ICT terminology, with the ability to provide user-friendly advice and training to staff of the High Commission
- An ability to understand and implement corporate strategies, policies and procedures
- Strong personal drive and integrity with a demonstrated ability to work under pressure and meet deadlines under very limited supervision

Eligibility/Other Requirements

The successful candidate is required to obtain a satisfactory police check, medical check and may be asked to conduct a limited amount of travel in PNG. A current driver's license is required to drive a work vehicle.

ONE-PAGE PITCH

The AHC, Port Moresby uses the one-page pitch (**1,000 words**) approach to job applications. The one-page pitch streamlines the recruitment process for the AHC, the Selection Advisory Committee (SAC) and the applicants.

Your one-page pitch should address your work experience and capabilities against the position description. It is a chance to tell the SAC why you are the right person for the job.

The SAC wants to know why you are interested in the role, what you can offer the AHC, and how your skills and knowledge, experience and qualifications are applicable to the role. In a nutshell – why should we hire you?

Addressing the requirements of the position

The position description (page 2), will help you understand the responsibilities and tasks required in the job. The position description describes the personal qualities, skills, knowledge and qualifications (if any) a person needs to perform the role effectively. The SAC will assess how applicants address these requirements to create a shortlist of applicants suitable to move to the next stage of the recruitment process.

It is essential to address any job-specific information or qualities that the position description has identified.

The pitch gives you the opportunity to tell a story and use examples that may cover a range of skills and experience, such as organisational skills, oral and written communication and ability to work as part of a team.

Provide relevant examples from your work, study or community roles. Be clear and to the point.

Please make sure you stick to the 1,000 words limit, and edit your responses for grammar, spelling and punctuation.

HOW TO APPLY

Applications must be submitted to The Human Resources Section, pngahc.recruitment@dfat.gov.au by 4.30pm, **Friday, 21 February 2020**.

Late applications will not be accepted. Your application must include:

1. A **Curriculum Vitae** (*3 Page maximum*) which includes:
 - Personal details (do not include marital status, religion or date of birth);
 - Employment history;
 - Education, qualifications and relevant training;
 - The names and contact details of two professional referees; and
 - Interests/hobbies if they demonstrate personal achievements or relate to the selection criteria.

Don't attach certificates, awards etc., these may be requested at interview.

2. A completed **Job Application Form, including your one-page pitch** must be submitted to be considered for this position.

Emailed applications **must** include your name and the job title in the subject line of your email for easy reference.

E.g. **John Smith – ICT Manager and Post Systems Administrator**

WHAT HAPPENS NEXT

Acknowledgement

Given the number of candidates applying, only those considered suitable for interview will be contacted.

Shortlisting

Shortlisting of candidates would be expected to commence soon after the closing date for applications. The timeframe for shortlisting will depend on the size of the field, and may take several weeks to complete. The Selection Advisory Committee will shortlist candidates against the selection criteria and only those candidates who demonstrate the strongest claims will be selected for interview.

Assessment of candidates

The Selection Advisory Committee may use a variety of methods to assess candidates. These may include an interview, a written exercise or a specific skills test.

Interview

The AHC will consider candidates available for interview from the date applications close, unless you advise otherwise. The Selection Advisory Committee will give you a minimum of three days notice prior to your interview. Upon notification of your selection for interview, you should advise the Human Resources section of any special requirements. All candidates interviewed will be advised of the outcome via email.

Referee Reports

Details of two professional referees should be listed in the CV. Ideally, one will be your current or recent supervisor. In most circumstances, referee reports will only be requested from candidates shortlisted for interview.

Selection

The AHC's staff selection process is governed by the merit principle. The merit principle requires that selections are based on abilities, qualifications, experience and standard of work performance as reflected in the selection criteria and preclude discrimination on the basis of age, gender, race or sexual preference.

Order of Merit and Placement

This is a generic recruitment round and a number of vacancies in different areas will be filled through this round. Suitable candidates will be placed on an order of merit and may be offered a suitable position up to 12 months from the date of advertising. Being found suitable does not guarantee a promotion, transfer or offer of employment. If a candidate declines the position offered, they will be placed back on the order of merit, and may be offered a position within the 12 month timeframe.

The Australian High Commission promotes a workplace free from discrimination and harassment and is a smoke and buai-free environment.