



# **APPLICANT INFORMATION PACK**

## **Director Technology**



## Overview

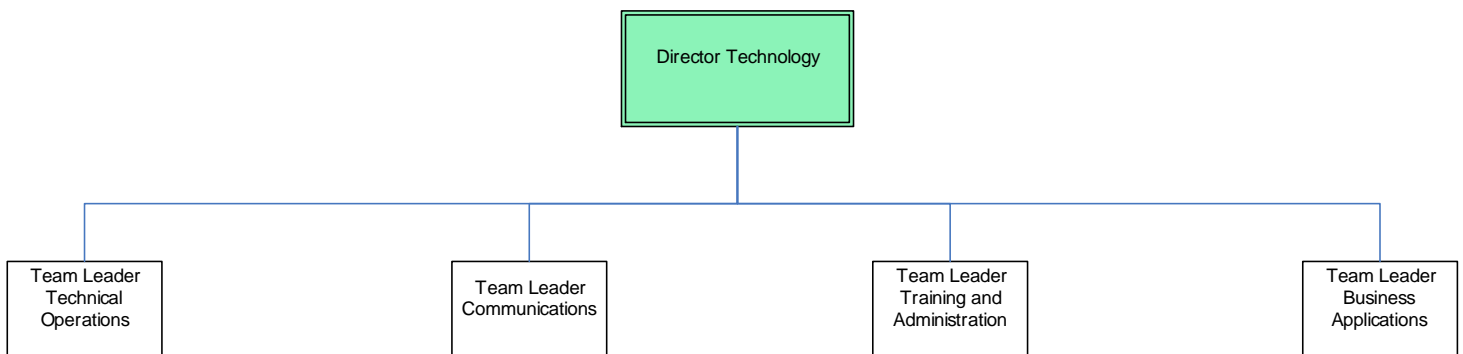
### The Role

Reporting to the Chief Financial Officer, this position is responsible to assume overall responsibilities of managing the Information Technology of PPL in terms of;

- Planning, organizing, and execution of all IT functions of PPL. This includes directing all IT operations to meet customer requirements as well as the support and maintenance of existing applications and development of new technical solutions to meet PPL business needs.
- Providing leadership, management and support to the IT Division.
- Directing the effective delivery of networks, development, and disaster recovery systems and processes.
- Ensuring that PNG Power's Information and Communications technologies have and maintain the capability necessary to support its business needs.

### Reporting Relationships

This role reports to the Chief Financial Officer. The team structure is depicted below.



### Key Responsibilities and Accountabilities

The following table highlights this position's key responsibilities and accountabilities. It is not an exhaustive list however, and the position holder can expect to be engaged in other activities where they can add value to PPL and for which they are competent.

You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved
Strategy and Architecture Planning	<p>An understanding of the IT implications of PPL's business drivers, objectives and strategic direction are translated into long term direction and strategies for its IT &amp; Communication capability. PPL's strategic initiatives are readily supported by IT's enterprise, knowledge, technology architectures and legacy system</p> <p>IT tactical plans are aligned with the IT strategic plan and its architectural standards. These plans include asset creation projects and maintenance activities, the resources to deliver them and the service levels required for their operation.</p> <p>An Information Systems Strategic Plan is developed, communicated to and understood by its key stakeholders.</p>
Development	<p>IT development strategies, tactics, and business requirements are translated into to an 18 month programme of works then, turn it into a detailed development projects that achieve their objectives on time and within budget.</p>
IT Plan & Management	<p>Annual infrastructure maintenance plans are prepared, approved and implemented.</p> <p>Infrastructure &amp; IT maintenance Plan effort and budget tracked and reported.</p> <p>Infrastructure annual maintenance plan priorities are established and synchronized with the related applications.</p> <p>Annual maintenance plan requirements are effectively communicated with all key stakeholders.</p>
Incident management	<p>All incidents are logged, resolved or escalated and closed within the relevant SLA provisions</p> <p>High-level first line support as well as initiatives for service improvement and cost reduction are provided</p> <p>Customer relationships are maintained at an appropriate level</p> <p>All system incidents are recorded, classified, tracked, communication maintained with the Customer and, when agreed, closed and reported in a controlled and consistent manner</p> <p>Operational service levels are restored as quickly as possible with minimal disruption to the business</p>
Problem Management	<p>Incident root cause/s are analysed and resolved - permanent solutions/fixes are designed, tested and implemented in accordance with Change Management</p> <p>Unplanned remedial work and findings captured and available for subsequent analysis.</p> <p>Adverse effects on the business caused by reported errors minimised</p> <p>Occurrence of incidents and problems proactively prevented</p>

You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved
Configuration Management	All configuration items (including versions) of the ICT infrastructure and their relationships from purchase to obsolescence is recorded, audited and tracked.
Emergency and Unplanned Event Preparedness	The maintenance team maintains a capability to respond appropriately to foreseeable emergency situations and unplanned events at a level defined in the relevant Service Level Agreement
Customer Service	An advocate is provided for ICT customers who is able to balance the needs of the customer with that of the business Service Level Agreements are developed and maintained for all key service interfaces between ICT and the business
Policy and Awareness	PPL's operational staff are made aware, trained and educated in the use and application of Information and Communication technologies relevant to them Operational policies, procedures and standards are identified and in place
ICT Procurement	ICT procurement is managed and optimal purchasing arrangements are maintained with PPL's key suppliers
Risk Management	ICT related risks are identified evaluated and action plans developed and implemented for managing those that are unacceptable Policies and procedures covering operational Risk Management are developed, promoted and their implementation audited ICT's business continuity planning is in place and tested to the levels required by the business Disaster Recovery is implemented and tested to the levels required by the business An effective comprehensive compliance management programme is in place that covers the scope of ICT
Performance Reporting	The performance of PPL's ICT functionality is routinely monitored, analysed and reported on. Key performance issues are investigated and root causes resolved
ICT Security	The necessary IT Security policies and processes are in place and applied
Change Management	A consistent approach is provided to evaluating and implementing any change to services in production. The impact, risk, and resource requirements associated with proposed changes are assessed before being made.
ICT Technical operations	All ICT technical operation areas are well managed and ensure appropriate issue mitigation approaches are setup. LAN administration, support, and related core business services and systems are operational at all times Wide Area Network support and services to centres and regional offices should also be maintained supported to serve intended purposes

You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved
Team Management	<p>The ICT Team's resources are commensurate with the needs of the business and comply with both company and legislative requirements.</p> <p>Members of the ICT team know and understand the strategic direction of PPL and their respective roles and responsibilities, including acceptable behaviours and standards of performance expected of them.</p> <p>PPL is recognised as a leader in the field of ICT practice and performance within PNG</p>
Relationship Management	<p>Positive and constructive relationships are established and maintained with fellow members of the PPL Team.</p> <p>Members of the wider PPL Team and relevant functional Divisions are appropriately involved in and kept informed of the ICT Team's activities and matters affecting their areas of responsibility.</p> <p>Strong business relationships are established and maintained with the ICT Team's key service providers and customers.</p>

### Selection Criteria

1. A University qualification in IT or Computer Science or graduate qualifications in Business Management or related field.
2. Demonstrate a successful track record in a senior management position that deals extensively with Information and Communication Technologies.
3. Significant IT management experience and be able to demonstrate success in addressing reliability and availability issues, organisational turnaround in terms of culture and performance and introducing new concepts and methods of working
4. Strong people management skills and be able to demonstrate success in organization transformation, have strong business acumen and be recognized as an inspirational leader.
5. You will need to be a person that is; Driven to create change with proven capabilities, Forward thinking, strategic and disciplined, Inspiring, caring and works well with others for superior results, Takes personal accountability and Customer centric.

### Remuneration

An attractive remuneration package is on offer, and salary will be commensurate with experience and qualifications.

### How to apply?

Please review the following *essential* requirements for application to this role.

#### **What to submit with your application?**

A. Response to the Selection Criteria. Please provide details of your prior skills and experience in accordance with each of the Selection Criteria detailed below. Your response should be no more than a total of three pages, with 2-3 paragraphs for each Selection Criteria.



1. *A University qualification in IT or Computer Science or graduate qualifications in Business Management or related field.*
2. *Demonstrate a successful track record in a senior management position that deals extensively with Information and Communication Technologies.*
3. *Significant IT management experience and be able to demonstrate success in addressing reliability and availability issues, organisational turnaround in terms of culture and performance and introducing new concepts and methods of working*
4. *Strong people management skills and be able to demonstrate success in organization transformation, have strong business acumen and be recognized as an inspirational leader.*
5. *You will need to be a person that is; Driven to create change with proven capabilities, Forward thinking, strategic and disciplined, Inspiring, caring and works well with others for superior results, Takes personal accountability and Customer centric.*

[NOTE: The above selection criteria **must** be specifically addressed in order to be considered for the position. Applications not addressing this selection criterion may not be considered for the role.]

B. Curriculum Vitae. Please provide a copy of your curriculum vitae, including details of your work experience and qualifications.

C. Referees. Please provide the names and contact details of three referees who can provide a reference on recent and past work experience. Details should include current phone numbers and email addresses.

### **When to submit?**

Applications must be received by **COB Tuesday 25<sup>th</sup> September, 2018**.  
Late applications may not be considered.

### **How to submit?**

The preferred method of submission is by email to [recruitment@pngpower.com.pg](mailto:recruitment@pngpower.com.pg) clearly indicating the subject as **"LEAD-VAC"**

You may also submit your application through mail or hand delivered to the following addresses:

**Postal Address:**                    **The Recruitment Officer**  
   **PNG Power Ltd**  
   **P O Box 1105, BOROKO, NCD**

**Hand Delivered:**                    **PNG Power Head Office, Cnr Wards Road, Hohola, NCD**