



Job Description

Title	IT Manager
Position	Manager
Department	IT/Corporate Affairs & Support Services
Reporting To	Deputy Director – Corporate Affairs & Support Services

Scope of Position (Short paragraph describing the main aspects of the role)

The IT Manager position is responsible for overseeing the entire spectrum of information technology operations, with a primary focus on supporting and enhancing research activities. This role involves managing our Microsoft-based network infrastructure to ensure its efficiency, security, and scalability, which are critical for facilitating research efforts.

The IT Manager will lead and mentor a team of IT professionals located across PNG to provide seamless access to research data and tools, smooth functioning of administrative processes, and optimal network performance and reliability. Furthermore, the position entails implementing robust cybersecurity measures to safeguard sensitive research data, fostering a culture of IT excellence that empowers researchers, and continuously aligning IT capabilities with the evolving needs of our research initiatives, advancing our mission to conduct impactful research with our local and international partners.

The IT Manager reports to the Deputy Director of Corporate Affairs and Support Services (CASS).

Position Requirements (List of main responsibilities and the outcomes/standards required)

Main Responsibilities	Required Outcomes
<p>1. Responsible for the management and strategic direction of PNGIMR IT resources and services to ensure that the Institute's and users' needs are met:</p> <ul style="list-style-type: none"> a) Continuously improve the Institute's IT system's computing resource needs and solutions by staying up-to-date on IT trends and practices. b) Prepare and implement annual work plans to meet those needs. c) Manage budgets related to IT, including preparing proposals that detail the costs of proposed initiatives and monitoring expenditure. d) Develop, review, and manage IT user policies and IT equipment and software procurement standards, in collaboration with other CASS and research units. e) Select, procure, and maintain equipment. f) Ensure adequate IT consumables/resources are available. g) Management compliance with software licenses and other equipment and services. h) Manage contractors and 3rd party suppliers and supplier agreements and Service Level Agreements. i) Identify and resolve or propose solutions for resolving major problems affecting IT services, 	<p>The unit's computing resource needs are identified and planned for. Changing requirements and opportunities are discussed with the Deputy Director CASS and included in the Institute's planning and budgeting.</p> <p>Appropriate computing resources are selected and procured.</p> <p>PNGIMR received quality service at the agreed price.</p> <p>Major problems are resolved or managed promptly.</p>

<p>such as power outages and major equipment or software failures. Promptly escalate complex issues to specialised teams or senior consultants.</p>	
<p>2. Lead and supervise IT staff, in dialogue with the HR department:</p> <ol style="list-style-type: none"> a) Assign tasks and work priorities. b) Monitor performance and quality of work including attendance and work performance and conduct annual appraisals and terminations. Notify appropriate senior staff of any problems. c) Deliver or facilitate training for IT staff to ensure that their knowledge and skills are up-to-date. d) Develop and update as required Standard Operating Procedures to assist IT in routine tasks. 	<p>IT staff are provided with appropriate leadership and direction in accordance with IMR policies and procedures and are clear on assigned tasks and work priorities.</p> <p>System administration staff are supervised to ensure computing resources are maintained and continually available for use by the administration and research units.</p>
<p>3. Manage user support procedures for new and existing staff:</p> <ol style="list-style-type: none"> a) Develop and oversee a system to receive, prioritise, and efficiently manage IT service tickets from management and staff, utilising diverse channels like email, phone, and dedicated ticketing systems. b) With the HR department, assist with the onboarding and termination of staff in relation to emails, mailing lists, access and required equipment and software. 	<p>IMR staff receive prompt support to address problems so they can work effectively.</p>
<p>4. Design and facilitate network upgrades including additional software:</p> <ol style="list-style-type: none"> a) Oversee the smooth operation of upgrades, working with users to minimise disruptions. b) Ensure training is provided in the use and maintenance of systems. c) Monitor performance and troubleshoot problems. d) Notify appropriate senior staff of unresolved problems. e) designing IT system for Madang laboratory. 	<p>IMR research and administrative functions are supported by an up-to-date system.</p>
<p>5. Maintain the cybersecurity and disaster recovery procedures of the IT system.</p> <ol style="list-style-type: none"> a) Conduct routine security audits and assessments to identify potential weaknesses and areas for improvement. b) Take action to mitigate risks and escalate unresolved issues to senior management. c) Organise cybersecurity awareness training sessions for management, staff, and the IT team to keep all stakeholders informed about evolving cybersecurity practices. 	<p>PNGIMR research data and administrative records are secure from system failures or external cyberattacks.</p>
<p>6. Facilitate excellent communication tools at all IMR sites, including email, telephone (PABX) system or other telephone system, videoconferencing and data sharing including website and Microsoft collaboration tools.</p> <p>In addition to procurement and management of tools, the IT manager will:</p> <ol style="list-style-type: none"> a) Travel to or receive reports from sites and research locations to understand and meet 	<p>All staff can communicate effectively within the Institute and with external partners.</p>

<p>needs.</p> <p>b) Organise training and other support as required for staff at sites.</p>	
<p>7. Liaise with research unit heads, section leads, principal investigators, study coordinators and data management staff with their IT requirements and issues, including:</p> <p>a) Secure facilities for storage and backup and sharing</p> <p>b) Identification, procurement, installation and fine-tuning of equipment and software to meet project-specific needs, encouraging cross-Institute coordination and learning.</p>	<p>Research projects have the equipment, software and tools and cybersecurity needed to conduct their work and collaborate with partners.</p>
<p>8. Comply at all times with IMR's policy and best practice guidelines for occupational health and safety, child safeguarding and protection from harassment in the workplace.</p>	<p>A safe and healthy work environment at all times.</p>
<p>9. Other duties as specified by the Deputy Director CASS</p>	

Job Requirements and Attributes:

- Bachelor in Computer Science, IT or related field from a recognized tertiary institution
- A minimum of 5 years' supervisor experience working in similar role
- Experience in managing IT systems in a Microsoft environment
- Strong experience on managing IT projects, infrastructure and systems
- Knowledge on IT best practice, standards and emerging IT trends
- Excellent management and leadership skills with the ability to communicate verbally and in writing with staff and stakeholders at all levels
- Ability to meet deadlines with a high level of attention to detail and accuracy
- Experience with a range of internet and communications platforms and PNG telecommunication suppliers.
- Demonstrated integrity and maturity