



The University of Papua New Guinea

Position Description

DETAILS OF POSITIONS

	POSITION NO: 293082
SCHOOL/OFFICE: ICT Division	CLASSIFICATION: NN9
DIVISION/STRAND: ICT Division	POSITION TITLE: Analyst Programmer
BRANCH: Online Services	IMMEDIATE SUPERVISOR CLASSIFICATION & POSITION: Senior Analyst Programmer
SECTION: Online Services	HIGHEST SUBORDINATE CLASSIFICATION & POSITION: Senior Systems Analyst
LOCATION: Waigani Campus	

ROLES AND RESPONSIBILITIES OF POSITION.

PURPOSE:

Responsible for implementing and maintaining the University Information System (UIS) at the University of Papua New Guinea.

ACCOUNTABILITIES:

The University of Papua New Guinea is implementing University Information System (UIS), an integrated ERP software system. The Analyst Programmer will assist and support the Team Leader of Online Services to implement and maintain UIS. Main responsibilities include mastering use of the many variety of modules of UIS, providing support and maintenance of the system as well as providing training for module owners and other users.

The UIS is the most important Information Systems of the University of Papua New Guinea because of the importance of classified data the system carry. As such, the Analyst Programmer is expected to be honest and trustworthy in handling the information and databases.

MAJOR DUTIES:

The Analyst Programmer is mainly responsible for the smooth running of UIS and ensuring that users get maximum benefits. Individual tasks may vary according to the nature of the problem, but may include:

1. Collect, cleanse and enter/update University information into relevant USIS module.
2. Maintain University records on UIS.

3. Identify errors or issues that need to be fixed or customized and report them to the Team Leader of Online Services Team.
4. Extract or download data reports from UIS and process them for Management Reports and requirements
5. Strategize and assist in the functional configuration of UIS modules in a timely manner for use.
6. Conduct necessary User training and assist the Module owners and other users to enter or edit information in relevant modules.
7. Assist with day-to-day data entry and processing of University data.
8. Prepare short user manuals of UIS modules wherever necessary to help end users use the system more effectively.
9. Document all functional changes and adhere to existing standards and processes. Write reports as and when required
10. Respond to end user requests in time and resolve issues within agreed timeframe or escalate where possible and necessary;
11. Prioritising and managing multiple tasks at a time.
12. Rapidly establishing a good working relationship with staff and work efficiently in team environment.
13. Maintain quality service by establishing and enforcing organization standards.

SELECTION CRITERIA

TRAINING LEVEL OR QUALIFICATION:

Persons with a degree in an IT-related qualification from a recognized institution within PNG or abroad is preferred. The applicant will need to have an in-depth knowledge of Microsoft office applications, databases and web-based information systems.

There is often considerable pressure to work as fast as possible to deal with problems and achieve immediate results in all situations, either to ensure the minimum loss of down-time or end user contact time, or to enable members of staff continuously use the Systems without noticeable downtime.

The job expects the candidate to maintain a reasonable standard of smartness and contribute meaningfully to new ideas and improve existing processes and standards.

KNOWLEDGE, SKILLS, AND PERSONAL ATTRIBUTES:

The candidate of this position will need to show evidence of the following:

1. A strong quantitative and analytical skills and abilities
2. Must have sound knowledge in programming and database languages in particular MS SQL Server, MySQL, MS Access, SQL, PHP, other web application development tools
3. Possess excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
4. Must have the ability to work well in a team environment

5. Be a person with a strong customer focus
6. Has the ability to prioritise workload
7. Attention to detail
8. Have some knowledge of the UPNG code of conduct
9. Good command of Written and Oral English and able to communicate easily and effectively with end-users and recommend new Business solutions
10. Confident and able to conduct in-house staff trainings
11. Honest, reliable and trustworthy
12. Project Management Skills
13. Knowledge of System Development Life Cycle

HISTORY OF POSITION – (HR DIVISION OFFICE USE ONLY)

UPNG FILE NO.	DATE OF VARIATION	DETAILS