

## JOB DESCRIPTION

### Enterprise Systems Lead



#### Purpose

The Enterprise Systems Lead is responsible for providing first-line support for all enterprise systems, ensuring seamless operations, maintenance, and user support. This role ensures the effective performance, availability, and security of systems critical to organizational operations. The position reports to the Business Applications Manager and will work very closely with the specialised system and application development and the Database teams.

#### Core Functions

- Provide first-line support for all enterprise systems, including HR21, Business Intelligence platforms, Document Management Systems, and other assigned systems.
- Ensure the availability, performance, and security of enterprise systems through routine monitoring and maintenance.
- Assist in the implementation of system updates, patches, and upgrades in coordination with the Business Applications team.
- Support integration activities, ensuring seamless data flow between systems and other applications.
- Respond to and resolve incidents and service requests related to enterprise systems within agreed SLAs.
- Collaborate with internal stakeholders to gather requirements for system improvements and enhancements.
- Maintain and update system documentation, including configurations, workflows, and user guides.
- Provide training and support to end-users to optimize system utilization.
- Assist in implementing business continuity and disaster recovery plans for enterprise systems.

## Role Dimensions

Reports to: Business Applications Manager  
Department: Information Technology  
Job Level: Team Member  
Location: Head Office, Port Moresby

## Person Specifications

- Diploma or degree in IT, Computer Science, or a related field.
- Minimum 3-5 years of experience supporting enterprise systems in a similar role.
- Hands-on experience with systems such as HR21, SharePoint, Business Intelligence platforms, or similar applications.
- Familiarity with SQL databases, system integration techniques, and API management.
- Knowledge of ITIL principles and practices, particularly incident and change management.

## Core Competencies

- Service-oriented with a proven track record of quality delivery.
- Professional integrity and highly motivated.
- Resilient and calm under pressure.
- Strong analytical and problem-solving skills.
- Excellent communication skills, with the ability to articulate technical information to non-technical stakeholders.
- Ability to work collaboratively with teams and across departments.
- Demonstrate a proactive approach to identifying and addressing system challenges.