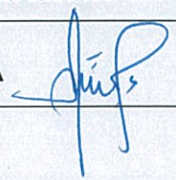
	MANAGER	PD CODE: ANPM/PD/ICT/001
		APPROVED : G. DA SILVA 
		CHECKED: D. MARTINS
	POSITION DESCRIPTION	ORIGINATOR: M. GUTERRES
		ISSUE DATE : 7 JUNE 2019
REVISION NO: 3		
<p>Position Title : Manager - ICT</p> <p>Location and Department : Dili, ICT - Corporate Services Directorate</p> <p>Reporting Relationships : Refer to Organisation Chart No: ANPM</p> <p>Position line reports to : Director - Corporate Services</p>		

1. ROLE SUMMARY

- 1.1 The Autoridade Nacional do Petróleo e Minerais (ANPM) is a Timor- Leste's body responsible of managing and regulating petroleum activities in the Timor-Leste's exclusive jurisdiction areas and in the JPDA in accordance with the Decree Law on the establishment of the ANPM, the Timor-Leste Petroleum Activities Law, and the Timor Sea Treaty. The ANPM is to establish and supervise compliance with the enacted rules and regulations covering the exploration, development, production, transportation and distribution of petroleum, natural gas and mineral resources. The ANPM also tasked to regulate mineral operations activities in the territory of Timor-Leste in accordance with the applicable legal frameworks. It is also tasked to develop a strong petroleum management institution in Timor-Leste.

2. KEY OBJECTIVES

- 2.1 Develop IT department strategy to align IT services with ANPM organizational goals and ensure continual improvement.
- 2.2 Manage and supervise ANPM IT Department to support the organization business and operational activities.
- 2.3 Establish the reliable and secure ANPM IT Infrastructure according to the ISMS requirement and to be in line with ANPM's strategic plan including ANPM IT department functions, goal and objective.
- 2.4 Identify and implement business innovation to improve the organization business process according the ANPM business development strategy.
- 2.5 Manage the ISMS implementation under IT department in order to:
 - a. Secure and protect the availability, confidentiality and integrity of ANPM information and assets.
 - b. Ensure that ANPM is certified by ISO 27001.
- 2.6 Coordinate and assist the Director – Corporate Services in achieving the goals of the Directorate and the Organisation.
- 2.7 Manage and supervise IT staff with emphasis on goals, coaching, mentoring, teamwork, motivation, established systems, and effective prioritisation.

3. PRINCIPAL ACCOUNTABILITIES

- 3.1 Lead the IT governance implementation to achieve the ANPM department goals and objective;
- 3.2 Develop, review and implement IT strategy plan to align IT service with ANPM organization goals;
- 3.3 Develop, update and implement ISMS policies and procedures including other business requirement documentation according the ISO 27001 requirements;
- 3.4 Develop and implement IT operational procedures to manage and administer IT infrastructure and business services;
- 3.5 Develop and implement IT outsourced services plan and ensure the third party vendor meet the organization standard and needs including proper risk assessment;
- 3.6 Develop and implement the knowledge management strategy under IT department through coach, mentor, teamwork, technical skill development and knowledge transfer for ANPM IT staffs;
- 3.7 Conduct regular risk assessment for current ICT environment including intensive IT research to develop and implement the business response to new ICT technology;
- 3.8 Develop and implement IT project management strategy to ensure the quality output of any IT project implement by organization;
- 3.9 Lead the Information Security Management System (ISMS) implementation according the ISO 27001 requirements;
- 3.10 Develop and maintain the ISMS required documentation to ensure the ANPM is full fill the ISO 27001 certification requirement;
- 3.11 Develop and implement risk management strategy to identify the risk associated with ANPM IT infrastructure and business service, perform evaluation and develop mitigation plan to reduce the risk level;
- 3.12 Develop and implement the ANPM Business Continuity and IT Disaster Recovery strategy including backup plan.
 - a. Plan and coordinate an effective continuity of operations program and organizational structure for critical business continuity to ensure ANPM business continuity.

- b. Perform regular BCP exercise to ensure that ANPM is ready for recovery process in the event of disaster that may interrupt the business.
 - c. Identify the ISMS controls required to be implemented as per required by ISO 27001.
- 3.13 Conduct the follow-up action required including monitor and measurement of the performance to ensure the desired results are achieved;
- 3.14 Promote IT security awareness for all of ANPM staff regarding the importance of information security;
- 3.15 Report the ISMS outcome for management review meeting.
- 3.16 Oversee the IT service management implementation under IT department to support ANPM business activities;
- 3.17 Identify and develop the IT service catalogues that meet the ANPM organizational requirements;
- 3.18 Oversee all level IT helpdesk service for support, problem and incident for internal users;
- 3.19 Manage IT inventory; specification development, acquisition, register, deployment, maintenance and disposal including ensure that ANPM assets both hardware and software are well maintained;
- 3.20 Manage the IT procurement, vendor contract and
- 3.21 Manage the IT budgeting and ensure the implementation according the IT annual procurement plan;
- 3.22 Develop and implement IT change management to ensure any configuration change, migration and upgrading including new technology or system implementation are well mitigated to reduce risk of business interruption;
- 3.23 Develop and implement IT capacity management strategy for ANPM IT infrastructure and service to ensure the resources are available to support business operational activities;
- 3.24 Develop and implement IT vendor management strategy to ensure service level agreement meet the organization requirements;
- 3.25 Oversee the setup, configuration, administration, upgrade, migration and maintenance of ANPM ICT Infrastructure and system to support ANPM business operational activities such as:
 - a. IT Data Centre and DR site.

- b. IT hardware; physical server, workstation, computer and laptop, storage, network devices including IT minor equipment.
 - c. IT software, application and system; operating system, office application, enterprise and core business application and system.
 - d. Virtualization Infrastructure environment.
 - e. Network Infrastructure; LAN, WAN/Internet and Wireless.
 - f. Storage infrastructure and data management; NAS and SAN.
 - g. IT security infrastructure and system; Firewall, IDS/IPS, Antivirus, Antimalware, spam protector, including surveillance camera.
 - h. Communication infrastructure and system; mail, voice, video and teleconference.
 - i. Backup and IT Disaster Recovery Infrastructure.
 - j. IT Infrastructure management tools (monitoring, logging and alerting).
- 3.26 Lead both In-house and outsourced IT software development to improve business process and achieve organizational strategic development goals.
- 3.27 Manage software development life cycle to ensure the quality of result.
- 3.28 Manage IT sourced software development from third party according to the ISMS requirements.
- 3.29 Manage and promote In-house software development to maximize the existing IT resources.
- 3.30 Develop and implement ANPM IT annual program according to the ANPM IT Strategy Action Plan to achieve department goals and objective.
- 3.31 Regular evaluate IT needs of the organization or analyses organizations' current needs and projected IT requirement to ensure the IT align with organization goals.
- 3.32 Interact with internal clients on all levels to provide IT services and provides answers in timely manner;
- 3.33 Develop and implement IT user guides and instructions for employees, as required;
- 3.34 Communicate the IT policy and procedures to all staff in order to eliminate the misused the IT equipment and services;
- 3.35 Liaise with CRM team regarding to the IT procurement for any outsourced IT services which required third party vendor.
- 3.36 Work with Director - CS to develop and implement IT strategy plan, direct the ICT services and implement IT governance to improve the ANPM internal system.



- 3.37 Keep Director – Corporate Service informed of any issues or problems regarding IT services;
- 3.38 Provide the IT department monthly, quarterly and annually reports to Director - CS;
- 3.39 Prepare and implement the IT department budget;
- 3.40 Any other duties related as directed by the supervisor and/or senior management.

4. QUALIFICATIONS, SKILLS, EXPERIENCE AND PERSONAL ATTRIBUTES

4.1 Essential

- 4.1.1 Tertiary qualification in ICT.
- 4.1.2 At least five years of ICT experience, including network management,
- 4.1.3 At least three years working in management level,
- 4.1.4 Experience with Windows, Linux, Cisco or similar system.
- 4.1.5 Experience with satellite communications.
- 4.1.6 Experience with PABX systems.
- 4.1.7 Experience with VoIP system.
- 4.1.8 Experiences in IT Office security.
- 4.1.9 Fluency in English (writing, reading, speaking, and listening)
- 4.1.10 Timor-Leste National.
- 4.1.11 Ability to coordinate multiple tasks and deal with multiple demands in an efficient manner.
- 4.1.12 A high degree of self-motivation, ability to prioritise work and set targets.
- 4.1.13 Demonstrated commitment to teamwork.
- 4.1.14 Good understanding of sensitivities in a multi-cultural working environment.

4.2 Desirable

- 4.2.1 Experience with ISO Standard.