POSITION DESCRIPTION

PNG Ports Corporation Limited

AM25000168 - Network Support Officer

PNG Ports Corporation Limited (PNGPCL) is a premier maritime service provider in Papua New Guinea and the largest port operator in the Southwest Pacific, outside Australia and New Zealand.

PNGPCL is dedicated to delivering world-class service to its stakeholders and seeks committed high performing professionals who can make a real impact.

If you're ready to contribute your expertise, drive change, and grow your career with one of PNG's renowned state-owned enterprises, we want to hear from you!

Applications are now open for qualified and experienced professionals to join the team at the Head Office in Port Moresby.

NETWORK SUPPORT OFFICER

Reporting to the Team Leader - ICT Infrastructure, the Network Support Officer is responsible for providing technical support and collaborating closely with the System Support Administrator and the broader ICT team to ensure the effective implementation of network infrastructure work plans aligned with PNGPCL's Corporate Strategic Plan and Business Action Plans, for compliance and operational efficiency.

Key Responsibilities:
- Make recommendations for any network changes/ improvements and implementation strategies to System Support Administrator
- Assist to design LAN/WAN to optimize performance by collating and analysing existing network performance deficiencies to improve performance and increase resilience
- Work on network design for Disaster Recovery and Business Continuity plans
- Monitor Wide Area Network (WAN) performance, conduct audits on network, equipment and configuration performance and produce periodical reports to supervisor
- Assist to coordinate the deployment, monitoring maintenance, development, upgrade and support of all network systems, including both hardware and software and ensure constant effective network services and satisfaction to all users
- Maintain asset register for network hardware and software equipment
- Liaise with service partners in resolving technical network issues and problems
- Research, recommend and implement appropriate tools/applications, procedures & policies for use of network and resources
- Do LAN data cabling and voice cabling using UTP cables and standard cabling code
- Support Voice technologies and make improvement to the PABX systems and help with end users.

Qualifications & Experience:
- Do you have a Bachelor's degree in Computer Science or Information Technology, Computer Engineering or Information Systems Management? If yes, provide details
- Do you have a Post-Graduate qualification is desirable? If yes, provide details
- Do you have certification in Cisco Certified Network Associate or equivalent? If yes, provide details
- Do you have certification in Microsoft Certified Systems Administrator or equivalent? If yes, provide details
- Do you have a minimum 5 years of experience in a similar role? Provide details
- Share your technical knowledge of network, server and PC network layers

- Share your technical knowledge of current network hardware, protocols and standards
- What is your knowledge of current trend of LAN/WAN technologies? Provide details
- What is your understanding of troubleshooting network layers to isolate and recover LAN/WAN issues? Provide details
- Do you have experience in network design and implementation of VLANS and network subnet? Provide details.

HOW TO APPLY

Please visit the Vanguard International website: https://vanguard.com.pg/vacancies/ , download and complete the online application form then submit by email to jobs@vanguard.com.pg with the following documents: updated CV in word or PDF, copies of qualifications and contact details of 3 current professional referees.

For more information, call (+675) 7500 7500.

Applications close at 5pm on Friday, 4th July 2025

Only shortlisted applicants will be contacted

To apply for this position:

- Download and complete the Application Form from https://vanguard.com.pg.
- Email the application to jobs@vanguard.com.pg together with a copy of your CV in MS Word format.