POSITION DESCRIPTION

PNG Ports Corporation Limited

AM25000169 - IT 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.

IT SUPPORT OFFICER

Reporting to the Team Leader – ICT Systems Support, the IT Support Officer is responsible for managing system-related issues across business applications, providing end-user support, and contributing to continuous improvement initiatives and system development throughout the organization. The role also ensures that all activities are effectively implemented in alignment with PNGPCL's Corporate Strategic Plan and Business Action Plans.

Key Responsibilities:
- Provide first-level support to all users, ensuring business application issues are addressed efficiently, economically, and in a timely manner
- Create and manage user accounts and permissions in accordance with organizational policies and procedures
- Maintain an up-to-date inventory of installed software, manage software licensing, and coordinate upgrades, hot-fixes, license renewals, and data migrations in line with established upgrade procedures
- Collaborate with hardware and software vendors to ensure timely delivery, installation, and readiness of systems and applications to meet business and operational requirements
- Analyze existing business systems and recommend upgrades or enhancements to optimize functionality and performance
- Ensure all application changes are rigorously tested in a staging environment prior to deployment in the production environment
- Document all changes using standardized change management forms, securing necessary approvals before implementation
- Establish and regularly test Disaster Recovery Plans for all business applications, servers, and related infrastructure
- Analyze user needs, document the requirements and specifications of the solution, have key stakeholders accept the scope prior to development. This includes determining source data (input), processing requirements (output), output formats, timing and cost estimates
- Compile and submit regular and ad hoc reports to supervisors and management in a timely manner
- Promote and implement continuous improvements to ensure all business processes are effectively supported by appropriate applications
- Conduct training sessions and provide hands-on support to new users, as well as refresher training for existing users to enhance application utilization
- Engage in continuous professional development to stay abreast with change and develop relevant technical skills and knowledge to adequately support business needs

- Deliver Technical Specification Document, User Requirements Specification and User Manuals consistent with PNGPCL Software Development Policy & Methodology for either in-house development and/or outsourcing to external developer(s) of Business Applications and system changes.

Qualification & Experience:
- Do you have a Bachelor's degree in Computer Science, Information Technology, Computer Engineering, or Information Systems Management from a recognized institution/ If yes, provide details
- Do you have a Professional certification in Microsoft Certified Professional, Systems Support, or equivalent is required? If yes, provide details
- Share your technical understanding of the shipping industry and its operational processes
- Share your expertise in aligning business processes with appropriate business applications? Provide details
- What is your knowledge of personal computer operating systems and troubleshooting methodologies? Provide details
- What is your understanding of contemporary networking hardware, communication protocols, and standards? Provide details
- Do you have experience in data management practices, including relational database systems (RDBMS)? If yes, provide details
- Do you have hands-on experience in application development and technical support, including exposure to Enterprise Resource Planning (ERP) systems? If yes, 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.