

## **POSITION DESCRIPTION**

PNG Ports Corporation Limited

### **AM7006 - System Support Officer**

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

PNGPCL continues to develop the capacity of its workforce to deliver high-quality service to all stakeholders and is committed to attracting the highest calibre of professionals who can make a difference to the organization. PNGPCL provides a positive work environment and rewards employees who contribute to its business success.

PNGPCL is inviting **exceptional candidates** to apply for this key role based in Port Moresby:

### **System Support Officer**

Reporting to the Team Leader ICT Infrastructure, the System Support Officer is responsible for ensuring all server and storage infrastructure (hardware and software, virtual environment and business applications) are accessible and running efficiently for the organisation users to connect to and access. This also includes supporting and performing continuous maintenance task and upgrade of the server hardware and software, resolving technical problem, ensuring server and data security, and developing new system structure when needed.

#### **Key Responsibilities:**

- Assist in installing, maintaining and configuring various type of server and storage hardware, software and virtual environment
- Ensure ICT Server Support activities are carried out in a most efficient, economical and timely manner
- Take part in the design, architecture, implementation and maintenance of technology project
- Maintaining and installing new server operating system software, patches and upgrades
- Analyze, troubleshoot and resolve server system hardware, software and network issues to ensure maximum system uptime
- Configure, optimize, fine-tune and monitor operating system software and servers
- Perform all virtual machines, server and systems backup and recovery
- Conduct server builds, and making recommendations to improve the organization's IT systems
- Help with the design and implementation of business continuity plans
- Perform and provide support and upgrade for end point devices (desktop, laptop, network devices and mobile handsets etc
- Provide first level support to all systems support queries
- Liaise with vendors, suppliers and other IT support personal for problem resolution
- Monitor ICT systems performance and troubleshoot issues
- Provide timely reports to immediate supervisor and contribute to team effort by accomplishing related results as required.

#### **Expected Competencies:**

- Degree in the field of Computer Science or Information Technology, Computer Engineering or Information Systems Management. Post-Graduate qualification is desirable
- Professional certifications (Microsoft Certified Systems Administrator (MCSA), Microsoft Certified System Engineer (MCSE), and VMware Certified Professional (VCP) is desirable
- Minimum 5 years of experience in a similar role
- In-depth technical knowledge of system hardware, software, protocols and standards, server and client operating systems
- Application development and support experience including ERP systems
- Knowledge of system security (intrusion detection systems) and data backup and recovery

- Experience with implementing and managing all Microsoft products including Windows server (2019), Windows 10 OS, Office products, Microsoft Exchange and Active Directory
- Experience with implementing and managing virtualization technology such as VMWare, backup solutions plus business continuity and disaster recovery (BCDR) solutions
- Fully understand basic network protocols such as DNS, DHCP, NTP and others with the ability to provide 1st, 2nd, and 3rd level remote or desk side support to end users
- Proven analytical, evaluative and problem-solving abilities with excellent investigative, troubleshooting, documentation and communication skills.

**This position is open to PNG citizens only.**

**APPLY NOW**

Please visit our website: <https://vanguard.com.pg/vacancies/>

Complete the application form and follow the website instructions to forward to us including a detailed CV and copy of a current police clearance certificate. We encourage applicants to request a full PD from our office to review before applying.

Alternatively, please call us on (+675) 7500 7500 or email [recruitment@vanguard.com.pg](mailto:recruitment@vanguard.com.pg)

**Applications close COB Friday 3<sup>rd</sup> March 2023**

**Only shortlisted applicants will be contacted**

To apply for this position:

- Download and complete the Application Form from <http://www.vanguard.com.pg>.
- Email the application to [recruitment@vanguard.com.pg](mailto:recruitment@vanguard.com.pg) together with a copy of your CV in MS Word format.

**Note: Do not include copies of any other documents. You will be asked to provide the originals of certificates etc if you are selected for Interview**