



## **ICT SUPPORT TECHNICIAN** (job code: 313199)

3 year contract in Papua New Guinea

This is an exciting opportunity for an ICT Support Technician to join our expanding company, Global Technologies, in Papua New Guinea (PNG). This three-year contract is the ideal opportunity to make your mark in a rapidly developing country.

The contract is based in Port Moresby, and comes with an attractive salary that includes accommodation.

### **Roles and responsibilities**

Reporting to the Customer Service Manager, you will provide both remote and onsite support and network administration for and not limited to Windows Desktops, Servers and Microsoft Exchange. You will also be responsible for:

- Configuration of routers/switches for remote sites, including VPN connectivity
- Configuration of wireless solutions including wireless controller/autonomous access point and wireless bridges
- Install and test Operation Systems software, and network operating systems
- Perform within a team in a Managed Services support role
- Maintain and troubleshoot backup and restore issues on servers/network systems
- Design, implementation and maintenance of server software and hardware solutions
- Diagnosis and resolution of server, network and security issues

### **Skills**

To fulfil this role, you need excellent time management and client relationship skills, as you'll be responsible for all aspects of IT service delivery for our rapidly growing company. You must have proven technical skills and experience in Microsoft Server Operating Systems and Exchange and the following skills will be highly regarded:

- Experience with installing and supporting microwave and satellite equipment
- NCR Automatic Teller Machine (ATM) trained technicians are especially encouraged to apply.

#### **TECHNOLOGIES**

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You also need excellent communication skills, and the ability to work under pressure and meet strict deadlines. We need someone who works well in a team and who's not afraid of a good challenge. It's up to you to make your mark.

We firmly believe in knowledge sharing within our company to allow skills growth and professional development for all our employees. As such, the successful applicant will have demonstrated experience, or have the capability, to teach and develop the skills of junior staff within the team.

### **Education, License, Certification and Formal Training**

- Graduate degree or equivalent **ESSENTIAL**
- Certifications in Microsoft, Cisco, VMware highly regarded
- Dell certifications highly regarded.

### **More about Global**

Global Technologies is a PNG-owned company with offices in Port Moresby and Lae. We are one of PNG's leading IT providers with sister company Global Internet. Global is currently experiencing expansion, giving you this amazing opportunity to become a valued member of the senior management team.

To learn more about Papua New Guinea, applicants should conduct their own research. We recommend [Smart Traveller \(Australia\)](#), [Trip Advisor](#) and [PNG Tourism](#).

### **TO APPLY:**

#### **Applicants must:**

- complete the [online questionnaire](#)
- email a current resume to [jobs@global.com.pg](mailto:jobs@global.com.pg) including a cover letter.

[Applicants can direct questions to jobs@global.com.pg](#)