



POSITION	INTERNET SUPPORT ENGINEER
DEPARTMENT	INTERNET
REPORTING TO	GENERAL MANAGER
LOCATION	PORT MORESBY
JOB TYPE	FULL TIME, PERMANENT
CLOSING DATE	OPEN UNTIL FURTHER NOTIFICATION

NATURE AND SCOPE OF JOB

Responsible for the delivery of high level customer service for all Global Internet and Global Technologies customers. Generate positive communications with all departments within the organisation.

ESSENTIAL FUNCTIONS

1. Attend to incoming Internet Helpdesk customer calls.
2. Resolve incidents and problems either directly with customers or via technical escalation.
3. Investigate, recommend and install enhancements and operating procedures that optimise network availability.
4. Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
5. Proper reporting of jobs and submission of paperwork well in advance.
6. Jobs done directly with customer needs to be accounted for with the Helpdesk.
7. Assist all teams within the Internet/Technology Departments as required.
8. Monitor and work to improve customer and member service levels.
9. Identify opportunities and report accordingly to Sales/Helpdesk/Management.
10. Ensure support team is adequately trained.
11. Report on a day-to-day basis on issues that may arise regarding the delivery of internet services to customers.
12. Be responsible for internet and email (SMTP/POP3, IMAP, MX Entries) activation/disconnection.
13. Assist with Domain Name Registrations and website uploading using File Transfer Protocol (FTP) etc.
14. Implement Anti-Spamming rules (e.g. SPF, Greylisting) etc.

TECHNOLOGIES

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INTERNET

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15. Perform other related duties as and when required.

EDUCATION, LICENSE, CERTIFICATION AND FORMAL TRAINING

- Degree in Computing or equivalent.
- Excellent human relations and communication skills are essential.
- Excellent analytical skills.
- Previous experience in computer maintenance and repair and the ability to manage staff.
- Minimum 2 years experience in managing an IT office.

HOW TO APPLY

Please email your resume or any questions regarding this position to jobs@global.com.pg.