

ICT SUPPORT OFFICER IT DEPARTMENT- POM BASED ROLE

Theodist Ltd. stands as Papua New Guinea's premier retailer and supplier, catering to businesses, educational institutions, government entities, and individual customers. As a company committed to excellence, we take pride in providing top-quality stationery, office products, survey equipment, computers, and more. Our dedication to integrity, teamwork, and customer satisfaction has positioned us as an industry leader.

We are looking to hire an experienced ICT Support Officer to manage our internal and external clients' ICT infrastructure. The ideal candidate will be responsible for designing hardware configurations, installing software, managing network systems, and providing training on correct operating procedures.

JOB OVERVIEW:

Reporting directly to the ICT Manager, the ICT Support Officer will play a crucial role in maintaining and enhancing our ICT infrastructure. This position will help resolve IT issues, set up equipment, and ensure our systems run smoothly.

KEY RESPONSIBILITIES:

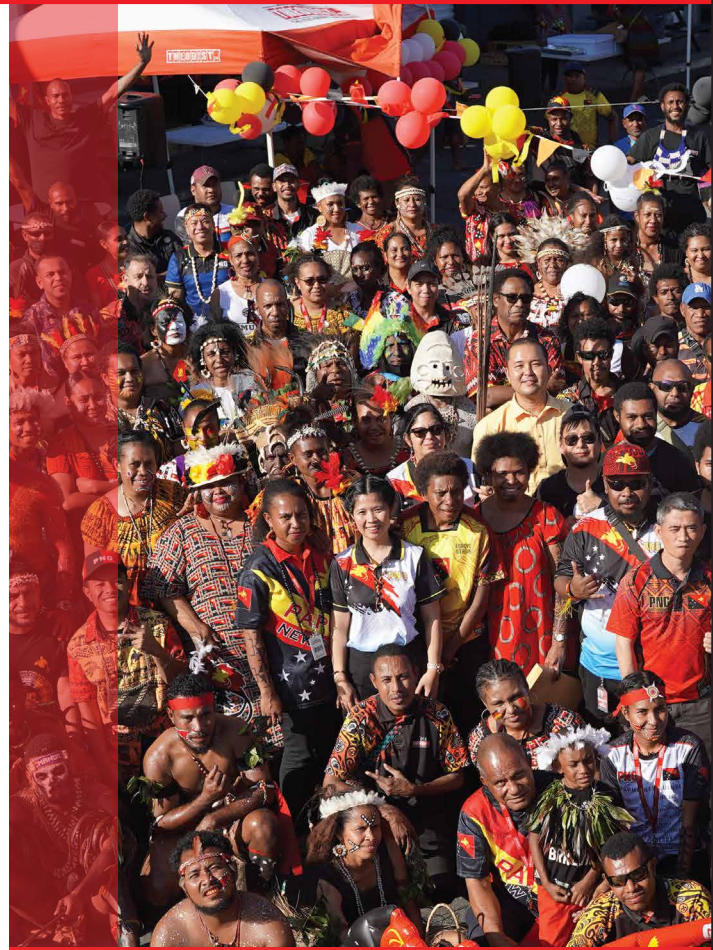
- Respond promptly to IT support requests from staff and clients
- Set up and configure computers, printers, and other office equipment for users.
- Troubleshoot and resolve hardware, software, and network issues
- Maintain accurate records of support requests, solutions, and equipment inventory
- Deploy and manage server and storage solutions.
- Monitor system performance and troubleshoot issues to ensure high availability and reliability.
- Collaborate with other IT team members to support and enhance the overall IT infrastructure.
- Ensure compliance with security policies and best practices.
- Provide technical support and guidance to end-users and other IT staff.
- Document system configurations, procedures, and changes.

QUALIFICATIONS AND SKILLS

- Diploma or Bachelor's degree in Computer Science, Information Technology, or a related field.
- Minimum of 1-2 years' experience in a similar IT support or helpdesk role
- Strong knowledge of Windows computers and Microsoft Office.
- Excellent problem-solving and troubleshooting skills.
- Strong communication and interpersonal skills.
- Any other industrial certification will be an added advantage.

PREFERRED ATTRIBUTES:

- Customer-focused with strong problem-solving skills.
- Ability to thrive in a fast-paced retail environment.
- Proactive and self-motivated with a strong work ethic.
- Excellent organizational and time management skills.



How to Apply

If you're a passionate individual who shares our values and wants to make a difference at Theodist Ltd., we'd love to hear from you!

To apply for an open position, please fill out the application form by providing the following information:

- First Name
- Surname
- Email
- Phone
- Position(s) you are applying for (select from the drop-down menu)
- Cover letter & Resume (upload file)

Deadline: The closing date for applications is Friday, December 5th, 2025.

Theodist Ltd. is an equal opportunity employer, and we welcome applications from candidates of all backgrounds and experiences.



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