

ICT SUPPORT OFFICER POM BASED

**Join Papua New Guinea's Leading Technology
& Business Solutions Provider**

THEODIST Limited has been serving Papua New Guinea for more than 50 years and is the Country's leading technology and business solutions provider. Supporting corporate, government, mining, education, and commercial customers nationwide, THEODIST continues to expand its portfolio of innovative products and services.

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
- 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.

KEY REQUIREMENTS:

- 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:

- Previous experience in a fast-paced IT environment.
- Ability to work under pressure and meet tight deadlines.
- Proactive and self-motivated with a strong work ethic.
- Excellent organizational and time management skills.

What We Offer

- Competitive salary package.
- Supportive and collaborative work environment.



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)

Submit your CV to: jobs@theodist.com.pg

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



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