



<b>POSITION</b>	SENIOR SUPPORT ENGINEER
<b>DEPARTMENT</b>	ENGINEERING
<b>REPORTING TO</b>	CUSTOMER SERVICE MANAGER
<b>LOCATION</b>	PORT MORESBY
<b>JOB TYPE</b>	FULL TIME, PERMANENT
<b>CLOSING DATE</b>	OPEN UNTIL FURTHER NOTIFICATION

### NATURE AND SCOPE OF JOB

Responsible for installation, support and maintenance of specific network and data communications system equipment, software and services. Generate positive communications with all departments within the organisation.

### ESSENTIAL FUNCTIONS

1. Attend to customer calls as assigned by the Helpdesk.
2. Establish and perform maintenance/repair programs following company and vendor standards.
3. Resolve incidents and problems either directly with customers or via technical escalation.
4. Attend customer sites to fix problems. Job may require travel at many instances.
5. Investigate, recommend and install enhancements and operating procedures that optimise network availability.
6. Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
7. Proper reporting of jobs and submission of paperwork well in advance.
8. Jobs done directly with customer need to be accounted for with the helpdesk.
9. Assist all teams within the Service Department as required.
10. Monitor and work to improve customer and member service levels.
11. Identify opportunities and report accordingly to Sales/Helpdesk/Management.
12. Ensure support team is adequately trained.
13. Perform other related duties as and when required.

#### TECHNOLOGIES

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### **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](mailto:jobs@global.com.pg).