IT Administrator - Support

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Purpose

The IT Administrator - Support is responsible for managing and optimizing the end-user experience through comprehensive IT support, purchasing, asset management, and service desk system administration. This role ensures a seamless operation of IT resources, specifically focusing on end-user support, and server and network infrastructure stability. The role oversees helpdesk operations, purchasing, asset management with a direct reporting line from the Helpdesk and Admin Officer.

Role Dimensions

Reports to: Infrastructure Manager

Department: Information Technology

Job Level: Team Leader

Location: Head Office, Port Moresby

Direct Reports: Helpdesk and Admin Officer

Person Specifications

- Diploma in IT and/or minimum of 3-5 years in IT support, with demonstrated experience in desktop, server, and network administration.
- Solid experience with Windows Servers, Linux Servers, network switches, firewalls, and access points setup and administration.
- Skilled in Microsoft 365 administration.
- Knowledge in using VMWare, Veeam Backup & Replication, Endpoint security applications.
- Understanding of VPN, SDWAN, and VoIP.
- Proficiency with IT Service Management tools and asset management.
- Certifications such as CompTIA Network+ or Microsoft Certified Professional are highly regarded.
- Knowledge of ITIL principles and practices, with experience using ITSM systems.

Core Competencies

- Service-oriented person, with proven success and quality delivery.
- Professional with strong integrity and highly motivated.
- Level-headed, resilient and calm under pressure.
- Have a "can do" work ethic and high energy.
- Excellent communication skills (written and verbal).
- Ability to influence and persuade, working across a range of internal clients, stakeholders, and external vendors at various levels.
- Sound interpersonal skills.
- Sound planning, organisation and problem-solving capabilities.
- Ability to articulate technical information to non-technical audiences.