



Mineral Resources Development Company Limited

POSITION VACANCY

Mineral Resources Development Company (MRDC) manages Landowners' and provincial governments' equity interests in mining and petroleum projects.

MRDC endeavors to be a strong investment company with a view to sustain dividends to the beneficiaries after the life of the non-renewable resources.

MRDC also endeavors to positively contribute to the advancement of the social and economic development of the country and its people.

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Direct contribution to the national development

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Challenging Opportunity



ICT – Systems Administrator – Desktop Support

MRDC requires the services of a creative, energetic, dedicated and result-oriented individual for the position of **ICT – Systems Administrator (Desktop Support)**. This role is responsible for the deployment and management of end-user hardware and software, as well as a range of networking, mobile and telephone products, and provide high quality customer service to our stakeholders

The incumbent will report directly to the Manager – Information Technology.

Key Responsibilities

- Apply technical knowledge to effectively analyze and resolve problems
- Managing phones, instant messaging, e-mail, and incident queue resolving issues from end users across multiple systems
- Troubleshoot and resolve all software, hardware, networking, VOIP, and audio-visual issues for corporate environment
- Properly identify and route issues related to other IT Teams.
- Setup, documentation, and deployment of various systems including laptops, desktops, phones, and other technologies
- Provisioning user accounts across multiple systems including, but not limited to: Office 365, Active Directory, VOIP, etc.
- Monitor and support desktops and laptop environments
- Network cabling including termination of Ethernet and support of end user network environments
- Configure and test future builds for corporate systems, software, and hardware
- Develop and maintain system documentation
- Providing support via a Ticketing System and troubleshooting IT issues
- Assist the ICT Manager to successfully execute IT projects and other Infrastructure tasks
- Other duties as assigned by the IT Manager

Key Skill Areas

- Windows 7/10/11 Desktop Environment
- MS Exchange Server /2016 and Office 365 Experience;
- Strong knowledge in Windows Server 2016/2019, VMWare, Active Directory GPO;
- 3 years previous experience in a similar role;
- Exposure and knowledge in VoIP Systems;
- A relevant tertiary certificate or industry certification
- Must be a team player
- Well groomed, presentable, polite and well-mannered
- Knowledge and/or experience in providing IT helpdesk support with Windows desktop operating systems
- Solid work ethic, reliability, and the desire to learn and develop

Forward your application letter with an updated resume and supporting documents to:

The Human Resource Manager

Mineral Resources Development Company Limited

12th Floor, MRDC Haus, PO Box 1076, Port Moresby, NCD

Email: recruitment@mrdc.com.pg – subject 'Systems Administrator – Desktop Support'

Only shortlisted applicants will be contacted.

Applications close **25th February, 2022.**