

Position Vacant

IT Officer

Southern Cross Assurance is a leading insurance provider in Papua New Guinea, offering affordable and comprehensive insurance solutions for private, small business, and corporate clients. With a commitment to superior client servicing and efficient claims settlement, SCAL supports its offerings with robust reinsurance programs organized through their Lloyds accredited reinsurance broker. Located in Port Moresby, SCAL aims to be one of the most trusted and preferred insurers in the Pacific region, providing tailored insurance products and services to meet the unique needs of their clients.

Job Expectations & Key Responsibilities

The Information Technology Helpdesk Officer is responsible for providing technical support and assistance to all employees within the organization. This role involves troubleshooting hardware and software issues, ensuring the smooth operation of IT systems, and supporting IT administration tasks. The Helpdesk Officer plays a crucial role in maintaining the efficiency and effectiveness of the company's IT infrastructure.

The position will be evaluated based on the successful execution of tasks and responsibilities, which include delivering first-level technical assistance to employees for hardware, software, and network-related issues. It also involves educating users on IT best practices, security policies, and software utilization. Regular maintenance tasks such as software updates, backups, and security checks are essential components of the role. Additionally, maintaining an accurate inventory of IT equipment and software licenses is required. Finally, aiding in the planning and execution of IT projects, including system upgrades and migrations, is also part of the responsibilities.

Qualifications and Work Experience

- Diploma or Bachelor's degree in Information Technology, Computer Science or related field
- Minimum of 2 years of experience in an IT helpdesk or technical support role
- Experience within the insurance industry or similar financial service sector

Apply Now

Southern Cross Assurance Limited provides genuine career opportunities with attractive salary and remuneration packages for the right candidate. The successful candidates must have relevant experience in the roles; seeking long term commitment, be proactive and have personal integrity. These positions are open to citizens only. If you have the skills, attitude and experience required for these positions, then submit your application to: info@scal.com.pg.

Applications will not be accepted after COB **Friday 7th March 2025**. Letter of interest should be accompanied with a detailed Curriculum Vitae containing relevant experience, copies of qualifications, and details of three contactable professional referees.