



HELP DESK ASSISTANT, permanent full-time

Department: Engineering

Reporting to: Help Desk Co-ordinator

Be part of our engine room, organising day-to-day customer service enquiries and administration to keep our busy office running smoothly. You are confident, quick, organised, liked by all and excellent at prioritising.

The position is based in Port Moresby, and comes with a salary commiserate with experience.

Roles and responsibilities

Reporting to the Help Desk Coordinator, the role of the Help Desk Assistant is to perform efficient and accurate administrative functions.

You need excellent communication skills, and the ability to work under pressure and meet strict deadlines. We need someone who works well in a team and who's not afraid of a good challenge. It's up to you to make your mark. Responsibilities include:

- Manage help desk call centre and record all incoming service calls in a fast-paced work environment.
- Ensure that all documents receipted, from either order or upfront payments.
- Prepare schedules for service personnel, assigning personnel to routes or to specific repairs and maintenance work according to workers' knowledge, experience and repair capabilities on specific type of product.
- Manage vehicle drivers in their day-to-day deliveries and pick-ups of staff and inventory, and assign jobs as per office requirements.
- Monitor stores inventory for contract customers and individual jobs.
- Ensure that the internal work process form is filled out for all jobs assigned by internal departments.
- Analyse timesheets and justify time utilized by engineers. Create reports of variance, if not in accordance with the time allocated.
- Organize travel/accommodation arrangement for on-site jobs. Record all costs related to jobs.
- Create invoices for customers.
- Liaise with staff for effective co-ordination and reporting.
- Update Maintenance Contract Agreements and renewals for customers.

TECHNOLOGIES

Global Technologies Ltd
Spring Gardens Road
PO Box 77
Port Moresby 121
National Capital District
Papua New Guinea

T +675 321 4322
F +675 321 4 67
E info@global.com.pg

INTERNET

Global Internet Ltd
Milton Haveli Road
PO Box 67C
Lae 411
Morobe Province
Papua New Guinea

T +675 472 7641
F +675 472 1639
E info@global.net.pg



- Respond to customers' service-related queries.
- Maintain relationships with customers and suppliers.
- Handle warranty and repair/exchange of parts.
- Take responsibility for the overall functioning of the service department and escalating issues with the Supervisor.
- Prepare weekly reports of calls attended, outstanding, completed and reports related to ATM and service packs.
- Maintain a filing system and ensure confidentiality and security of all files.
- Perform other related duties as and when required.

Education, License, Certification and Formal Training

- Excellent human relations and communication skills.
- Flexibility to multi-task and adapt to changing project priorities.
- Knowledge of computers and training in a computer-related field.
- Education to Grade 12.

Desirable:

- Previous experience preferably in a customer service/professional office environment.
- Basic driver's licence.

Personal Qualities/Attributes:

Essential:

- Good interpersonal skills and a friendly communication style
- Assertive personality – able to give directions to, and receive instructions from, other team members
- Diplomacy to deal with customers and their demands
- Excellent organization skills with ability to prioritize according to changes and urgent requirements
- Speed and accuracy in all work
- Patience and empathy – with the ability to listen and take note of project needs.
- Willingness to learn skills in new areas.



More about Global

Global Technologies is a PNG-owned company with offices in Port Moresby and Lae. We are one of PNG's leading IT providers with sister company Global Internet. Global is currently experiencing expansion, giving you this amazing opportunity to become a valued member of our team.

TO APPLY:

Submit your cover letter and resume addressing this position description to jobs@global.com.pg by Friday 18th Jan, 2019.

[Applicants can direct questions to jobs@global.com.pg](mailto:jobs@global.com.pg)