

## JOB DESCRIPTION

### Enterprise Systems Support Officer



#### Purpose

The Enterprise Systems Support Officer is responsible for assisting in the day-to-day support, operation, and maintenance of core enterprise systems such as iChris, HR21, Business Intelligence platforms, and Document Management Systems. This role serves as the first point of contact for system-related issues and works closely with the Enterprise Systems Lead, end-users, and technical teams to ensure high system availability and user satisfaction.

#### Core Functions

- Act as the first point of contact for users encountering issues with enterprise systems; log, track, and escalate issues as needed.
- Provide user support and troubleshooting assistance on iChris, HR21, BI tools, DMS, and other enterprise platforms.
- Assist in routine system maintenance tasks, such as monitoring, backups, user account management, and basic configuration.
- Participate in testing and deployment of patches, upgrades, and new features under the guidance of the Enterprise Systems Lead.
- Maintain accurate and up-to-date documentation including user guides, FAQs, and system logs.
- Support system integration activities by monitoring interface processes and reporting anomalies.
- Assist in preparing and delivering training sessions or materials for end-users.
- Monitor system performance indicators and escalate abnormalities to senior team members.
- Ensure compliance with internal policies related to data security, user access, and change control.
- Contribute to business continuity and disaster recovery procedures through documentation and testing support.

## Role Dimensions

Reports to: Enterprise Systems Lead  
Department: Information Technology  
Job Level: Team Member  
Location: Head Office, Port Moresby

## Person Specifications

- Diploma or degree in IT, Computer Science, or a related field.
- Minimum 1–2 years of experience in an IT support or systems administration role.
- Experience providing user support for enterprise systems such as HRIS (e.g., iChris, HR21), Business Intelligence tools, or Document Management Systems.
- Familiarity with ManageEngine ticketing systems and service desk operations.
- Ability to create and maintain technical documentation, user guides, and FAQs.
- Strong problem-solving and troubleshooting skills with a customer service mindset.
- Good communication skills, both verbal and written, with the ability to explain technical concepts to non-technical users.
- Ability to prioritize tasks and manage time effectively in a support environment.
- Willingness to learn, adapt, and work collaboratively within a cross-functional team.
- High attention to detail and accuracy in system support and documentation.
- Willingness to work flexible hours, when necessary, such as during upgrades or outages.

## Core Competencies

- Service-oriented with a proven track record of quality delivery.
- Professional integrity and highly motivated.
- Resilient and calm under pressure.
- Strong analytical and problem-solving skills.
- Excellent communication skills, with the ability to articulate technical information to non-technical stakeholders.
- Ability to work collaboratively with teams and across departments.
- Demonstrate a proactive approach to identifying and addressing system challenges.
- Willingness to continuously develop knowledge of enterprise systems and support best practices.