



A member of the Federation of Savings & Loan Societies Ltd

Level 1-2, Tisa Haus
Sir John Guise Drive,
P.O. Box 319
Waigani, N.C.D.
Papua New Guinea

Telephone: (675) 300 2345

(675) 300 2200

Website: www.tisa.com.pg

POSITION VACANCY: NOC SUPPORT OFFICER

We are seeking to recruit an experienced and highly motivated **NOC Support Officer** for our **Information Technology Division**. Reporting to the Manager – Network Operations, the successful incumbent will be responsible monitoring TISA Group telecommunications infrastructure, network & systems and to effectively maintain stable operations and resolve service impacts as they occur in accordance to TISA Group Standard Operating Procedures.

Key Accountabilities:

- **Network Monitoring and Troubleshooting:** Monitor network performance, troubleshoot issues, and ensure the overall stability of the network infrastructure.
- **Incident Response:** Respond promptly to network incidents, document root causes, and implement corrective actions to minimize downtime and prevent future issues.
- **Infrastructure Maintenance:** Collaborate with the IT team to perform regular maintenance, upgrades, and patch management to ensure the security and reliability of the network.
- **Security Management:** Implement and maintain network security measures to protect the organization's data and systems from unauthorized access and cyber threats.
- **Performance Optimization:** Identify areas for improvement in the network infrastructure and implement optimizations to enhance performance and efficiency.
- **Documentation:** Create and maintain comprehensive documentation of network configurations, processes, and procedures.
- **Collaboration:** Work closely with cross-functional teams, including IT support, security, and infrastructure teams, to address network-related issues and support ongoing projects.

Key Educational Qualification, Requirements and Experience:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Certifications such as CCNA, CCNP, or equivalent will be a plus
- Proven 3 years' experience in network operations, preferably in a banking or financial services environment.
- In-depth knowledge of networking protocols, security principles, and best practices.
- Hands-on experience with network monitoring tools and troubleshooting techniques.
- Excellent problem-solving and communication skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Must be able to work after hours and/or on weekends as and when required to.
- Must have excellent communication and problem-solving skills, including documentation, and reporting skills.

If interested, please submit your Expression of Interest, Updated Resume, copies of your Educational Qualifications and References to;

The Head of People & Culture
Teachers Savings & Loans Society
PO Box 319, Waigani National Capital District
Email: TISA.Recruitment@tisa.com.pg

Only shortlisted applicants will be contacted

Applications close at 4:00 pm, Friday, 09 February 2024



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Note:

Candidates deemed successful after the '*Interview Process*' will be subjected to providing the following Pre-Employment Requirement(s).

1. *Medical Examination Report from recognized medical institutions. (No older 12 months)*
2. *Police Clearance Certificate (No older 12 months)*
3. *COVID-19 Vaccination Certificate*