



VACANCY ANNOUNCEMENT

The Wildlife Conservation Society (WCS) is an international non-governmental organisation committed to working with communities, government and other partners to manage wildlife and wild places for biodiversity and human well-being.

WCS is recruiting for a **Full-Time IT and Process Improvement (IT and PI) Officer** to support and maintain IT systems and services across WCS PNG offices. This includes managing day-to-day IT operations, troubleshooting hardware, software, and network issues, supporting Microsoft 365 tools, and ensuring secure and reliable connectivity.

The IT & PI Officer also assists in improving operational processes through appropriate technology solutions in line with WCS IT standards and policies. This role plays a key part in ensuring information security, system compliance, and staff support for technology use.

This position is based in Goroka, Eastern Highlands Province with expected travel within PNG, especially to WCS field sites.

Role Summary:

1. IT Operations and Support

- a. Install, configure, and maintain operating systems and approved software on WCS computers.
- b. Provide technical support for hardware, software, and network issues.
- c. Manage and support Microsoft 365 tools, including Teams, OneDrive, and SharePoint
- d. Ensure all systems are regularly updated with the latest security patches and antivirus definitions.
- e. Set up and onboard IT equipment for new staff and provide basic IT orientation.

2. Network & Security Management

- a. Monitor and manage Fortinet network devices (e.g., FortiGate firewall, FortiSwitch, FortiAP) to ensure secure, stable, and optimized connectivity.
- b. Coordinate with Global IT teams for infrastructure and security initiatives.
- c. Support secure access for remote work and assist in maintaining internet connectivity in field offices and project sites.

3. IT Asset and Equipment Management

- a. Assist in verifying IT equipment deliveries in coordination with the procurement team.
- b. Track, tag, and maintain IT inventory and asset records; conduct regular audits.
- c. Check and log all IT equipment returned to the office to ensure functionality and completeness.

4. Process Improvement (IT-Related)

- a. Support digital transformation efforts by helping to implement paperless workflows and smart office initiatives.
- b. Assist in improving internal operational processes through the introduction of relevant technology tools or automation.
- c. Provide basic staff training to enhance digital tool usage and IT literacy.

5. Other Duties

- a. Assist with IT setup for new offices or expansions as needed.

Minimum Requirements:

Education and Experience

- Bachelor's degree in Information Technology, or in another discipline with at least 5 years of relevant IT work experience.
- Minimum 3 years of experience in IT support or system administration roles.
- Experience with Microsoft 365, Windows OS, Apple OS, and basic network/security tools; familiarity with Fortinet is an advantage.

- Experience working in or supporting non-profit or field-based teams is a plus.
- Ability to implement and support IT systems based on organizational needs.

Critical Knowledge, Skills and Abilities

- Strong analytical and problem-solving skills in hardware, software, and network troubleshooting.
- Good verbal and written communication skills in English.
- Strong interpersonal skills with emotional intelligence and the ability to work well with others.
- Self-motivated, proactive, and able to work independently or in a team with a positive, open-minded attitude.
- Well-organized with strong multitasking and follow-up skills.
- Calm and thoughtful when managing conflict or supporting others under pressure.
- Demonstrated experience in providing friendly and responsive customer service.

Job Descriptions are available on request. Please provide a cover letter addressing all the position criteria listed and a curriculum vitae with references by email to akakau@wcs.org. All electronic files must have the applicants name clearly labelled in the file name.

Applications Close: Thursday, 31 July 2025 at 5pm