



## We are hiring

Would you like to be part of our dynamic, global and growing team? South Pole is an energetic, global company offering comprehensive sustainability solutions and services. With offices spanning all six continents, we strive to create a sustainable society and economy that positively impacts our climate, ecosystems and communities. With our solutions we inspire and enable our customers to create value from sustainability-related activities.

To further promote environmentally and socially responsible practices, we are currently looking to recruit a highly motivated and dedicated

### IT Support (70% - 100%) based in Jakarta, Indonesia

As our Global IT Support, you will deliver all work required for an efficient, safe and reliable functioning of all office systems. If you are a motivated IT Support professional with excellent communication and interpersonal skills and you are able to thrive in a fast-paced environment, then we are looking for you!

## Tasks and responsibilities

- Implement software installation and updates, Hardware maintenance and do upgrading and preventive maintenance
- Provide first level support to users for OSX and Windows 10 with Google Suite
- Be responsible for local Backups and Backup management
- Organise and maintain the Internet Connection from the Office, dealing with local Internet provider
- Solve TCP/IP Network issues
- Handle Hardware guarantee cases and replacements
- Support Unix / Linux related work
- Cooperate with the head of IT based in our headquarter in Switzerland.
- Write first level documentations
- Define and evaluate the local needs to bring these inputs in our Global IT system.
- End user support
- Client computer maintenance
- IT troubleshooter

## Your profile

- Bachelor's degree in Computer Science or related field; or equivalent practical experience
- 1 year of previous experience doing similar tasks as ICT-Supporter, first and second level supporter, IT Helpdesk, System Engineer within an organisation. Have the relevant technical skills in OSX, Windows 10, Backups, TCP/IP, Unix/Linux, Synology NAS and related
- Strong and fast problem solving skills
- Self-driven, and coworking with a small global distributed team
- Customer-oriented approach, with ability to proactively provide valuable solutions to internal customers across a broad range of IT topics in a friendly manner and the willing to help each customer best as possible plus one step more
- Solid communication skills; Excellent oral and written command of technical English
- Willingness to communicate, share and document your solutions and actions with the global Team
- National, or holder of a valid work visa in host country



### We offer

- Working in a global Group of young people, open minded using the newest technology to save the world from global warming.
- Possibility to get into Server Administration on Google Compute Engine Windows Server, ready to pay and give time for LPIC I certification.
- Self driven learning and working.

### Please apply

If you are interested in joining a young and international team looking to make a difference in the world we would be happy to hear from you. Please send your application in English directly through our [website](#). If you have any questions regarding this vacancy, please contact Ms. Tiara Anggraeni on +6221 7207567 or on [jobs@southpole.com](mailto:jobs@southpole.com).