



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 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

Global IT Supporter - Asia Pacific (100%) based in Jakarta, Indonesia

As a part of our Global IT team, you will deliver all work required for an efficient, safe and reliable functioning of our Global IT Infrastructure and the support of the Users the IT System. We are looking for a motivated IT Support professional with excellent communication and interpersonal skills who thrives in a fast-paced environment. Are you ready for the challenge?

Tasks and responsibilities

- Provide first level support to end users for MacOS and Windows 10 mainly in Asia Pacific region
- Responsible in organising and maintaining office internet connection
- Define and evaluate the local needs to bring as inputs in the Global IT system
- Provide periodic maintenance to end users' computer(s), including software installation and updates, hardware maintenance, upgrades and preventive maintenance
- Write first level documentations, including creating and updating IT manuals
- Manage inventory list
- Solve TCP/IP Network issues
- Handling Hardware guarantee cases and replacements
- Support Unix / Linux related work

Your profile

- Bachelor's degree in Information Technology, Computer Science, or related fields
- 1-2 years experience in similar IT Support role is preferred
- Fresh graduates are welcome to apply
- Possess high level of problem solving and communication skills
- Having an experience working with Mac OS and Windows 10 is a must
- Knowledge of G Suite for Business and O365 is preferred
- Familiarity with printing devices is also preferred
- Knowledge of Linux/Unix is preferred
- Knowledge of CRM is an advantage
- Fluent verbal and written in English is required
- Local applicants are preferred or you must have a valid work permit in Indonesia



We offer

- Working in a global group with young and talented individuals
- Google Compute Engine and Linux training resources can be provided
- The chance to work with global experts around the world

Please apply

If you are interested in joining a young and international team looking to make a difference to the world we would be happy to hear from you! Please send your cover letter and CV directly through our [website](#). If you have any questions regarding this vacancy, please contact us on jobs@southpole.com.