



IT Application Support – Region Asia Pacific

Hamburg Sud ranks among the major providers of global ocean transportation and employs more than 4000 employees worldwide. Our organisation in Australia has an excellent opportunity for an IT Application Support – Region Asia Pacific position based in Sydney.

Responsibilities are varied and involve the following key areas:

- User administration of Windows and Linux user accounts and groups
- Troubleshooting Microsoft and Hamburg Sud in-house applications issues and working with various ITO departments and external providers to resolve issues.
- Working on application related problems and finding permanent fix. This includes analysing the problem and liaising with internal staff and external providers and testing and implementing permanent fix
- Maintaining the phone system directory in PABX and troubleshooting any phone issues
- Providing different level of support and backup support for the Service Desk within the region
- EDI server maintenance and creating Image Backups
- Table Maintenance Master / System Table on in-house and EDI servers
- Responsible for updating the Quality Management / Environmental Management documents related to IT department

Essential Skills include:

- Bachelor Degree in Computer Engineering / Science, Information Sciences or equivalent
- At least 2 years proven experience working as an application support in Microsoft / Linux environment
- Good troubleshooting and analytical skills
- Experience in Windows AD, Citrix Xen Apps & MS Office suite of programs
- A good knowledge of new IT Technology
- Ability to communicate with all users at all levels; an understanding of relevant technologies

Interested applicants with full work rights in Australia please email resumes to HR@au.hamburgsud.com

Only shortlisted applicants will be contacted