



**DP WORLD**

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## Vacancy Field Service Technician

### The role

DP World Paramaribo is looking for a dedicated **Field Service Technician** to join the IT Department. The Field Service Technician is responsible for providing on-site technical support, maintenance, and troubleshooting of IT hardware, software, and network systems across the terminal.

This role ensures that all users have reliable access to IT systems and that issues are resolved efficiently to support business continuity. The Field Service Technician will also play a vital role in system upgrades, equipment installations, and user training.

### Key Responsibilities

- Provide first- and second-level on-site IT support to end users.
- Install, configure, and maintain IT hardware (PCs, laptops, printers, mobile devices) and software.
- Troubleshoot and resolve incidents related to systems, networks, and applications.
- Support implementation of IT infrastructure projects and upgrades.
- Monitor IT equipment performance and carry out preventive maintenance.
- Document technical issues, resolutions, and ensure timely reporting.
- Provide user training and guidance on IT systems, applications, and security best practices.
- Ensure compliance with IT security and data protection standards.

#### Paramaribo Office

DP World, 2nd Floor, van T' Hogerhuysstraat 13-15, Nieuwe Haven Business Center (NHBC)

Paramaribo, Suriname

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### **Qualifications & Experience**

- Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent practical experience).
- Minimum 2–3 years of experience in IT support, preferably in industrial or logistics environments.
- Strong knowledge of hardware troubleshooting, operating systems (Windows, Linux), and Microsoft Office tools.
- Experience with network configuration (LAN/WAN/Wi-Fi) and IT security protocols.
- Familiar with IT service management systems (e.g., ITIL framework).
- Strong communication and customer service skills.
- Problem-solving mindset with the ability to work under pressure.
- Fluent in Dutch and English (written and verbal).
- Willingness to work flexible hours and provide on-call support when required.

### **Why DP World Paramaribo?**

- Work in a global organization at the forefront of trade and logistics.
- Develop your IT expertise in a fast-paced, innovative environment.
- Be part of a culture that values technology, efficiency, and continuous improvement.
- Collaborate with a multicultural and professional team that drives operational excellence.

### **How to Apply**

If you see yourself as the best fit for this position, we invite you to submit your resume and cover letter to [PeopleDepartmentPAR@dpworld.com](mailto:PeopleDepartmentPAR@dpworld.com).

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