ICT Support Technician

Hours: Full Time 37.5 hours per week

Weeks Employed: 48 weeks per annum 4 weeks ARL

EBA: Employed under the Administrative and Technical Officers Award.

Level: 1

Salary: $44,861

Duties

Technical – Hardware/Software

- Develop and maintain student and staff Standard Operating Environments (SOE) as directed by the ICT Manager. This includes both Windows and Apple OS, antivirus solutions and service packs.
- Unpack and install new computer equipment. These include PCs, Printers and switches.
- Fit and replace internal components such as Card Readers and Hard drives.
- Co-Ordinate PCs repairs completed under warranty.
- Troubleshoot technical issues related to various types of computer equipment.

HelpDesk / Support

- Provide helpdesk support and resolve problems to staff and Students
- Create, resolve, escalate, and close tickets assigned to the Helpdesk and process based on priority
- Report urgent problems to IT manager in a professional manner.
- Troubleshoot and resolve end-user hardware, operating system, and software related problems.
- Troubleshoot and resolve basic network and server access problems.
- Document troubleshooting steps and resolutions for future reference
- Maintain, analyze, troubleshoot, and repair computers, peripherals, and printers as assigned.
- Provide training to end users relating to technology.
- Record school equipment and asset inventory as assigned.
- Other duties as assigned by ICT Manager

Miscellaneous

- Pickup supplies from Computer retailers.
- Attend PD/PL and workshops as and when required.
- Work within the OSH guidelines and best practice.

Required

- Formal Qualifications - Cert IV in IT or above
- Desktop support knowledge. You must be familiar with end user support and Active Directory to be considered for this role.
- A general knowledge of technical infrastructure from desktop to firewall.
- Excellent English, including writing
- Communication & Interpersonal skills
- Service oriented with a Desire to learn & excel
- Problem solving
- Attention to detail
- Active Directory
- Computer peripherals
- Networking basics

Highly regarded skills:

- Exposure to Office 365 Administration
- Apple iOS and OSX
- Desktop SOE deployment tools
- MS SQL