

## JOB DESCRIPTION

Date Prepared:	November 2018
Role:	Support Engineer
Time Fraction:	Full time
Location:	Kyabram
Reporting to:	Delivery Manager, Directors

### 1. ABOUT ADVANCE COMPUTING

Founded in 1999, Advance Computing redefines technology for regional Australia through software and services. With an innovative and customer centric approach, Advance delivers real outcomes focusing on integrated software, systems and support and a belief that there is more to IT than just keeping the lights on.

With a passion for regional Australia, yet a national reach, Advance empowers businesses, organisations and users to achieve more.

### 2. POSITION OVERVIEW

An exciting opportunity exists to join an industry recognised and multi-award-winning IT Services Company with a focus on innovation, staff development and training in Regional Victoria. As part of the IT Services Team, you will be responsible for all aspects of computer network and technical support across a range of businesses and organisations. Additionally, you will be passionate about customer experience and motivated to stay up to date with current and modern technologies.

### 3. PRIMARY PURPOSE AND OBJECTIVES OF THE POSITION

- 3.1 To proactively manage client IT system administration; identifying issues, effectively communicate with customers and accurately capture their requirements;
- 3.2 To assist in technical troubleshooting both remotely and in an onsite capacity; and
- 3.3 Ability to investigate, analyse and resolve technical issues.

## 4. KEY DUTIES

Working as part of the IT Solutions Team you will

- 4.1 Configure, maintain and support client IT hardware and software;
- 4.2 Provide onsite, remote and phone-based IT support as required;
- 4.3 Create, manage and respond to support requests;
- 4.4 Work closely with the team to ensure all information is obtained to escalate or resolve tasks;
- 4.5 Follow and maintain system documentation;
- 4.6 Be willing to attend both on the job and external training;
- 4.7 Other tasks as required by management.

## 5. EDUCATION, TRAINING AND EXPERIENCE

Candidates need to be able to demonstrate the following skills:

### Mandatory

- 5.1 Industry experience in IT support;
- 5.2 A relevant tertiary or industry qualification;
- 5.3 Self-motivated with the ability to multitask;
- 5.4 Ability to work well within a team environment;
- 5.5 Proactive problem solving and analytical skills;
- 5.6 A driver's licence; and
- 5.7 A can-do attitude!

### Desirable

- 5.8 Familiarity with Microsoft Office 365 and Azure
- 5.9 Current Microsoft Certification;
- 5.10 Experience with an IT Managed Services Provider (MSP);
- 5.11 IT industry experience and/or knowledge.

## 6. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

- 6.1 Sound technical skills and ability to support Microsoft Windows 7, 8 & 10 desktop infrastructure;
- 6.2 A willingness to learn and proactive attitude;
- 6.3 Highly developed computer literacy, time management and organisational skills;
- 6.4 Strong written and verbal communication and interpersonal skills;
- 6.5 Outstanding professionalism, including highly developed customer service skills;
- 6.6 Ability to work as part of a team as well as autonomously as required; and
- 6.7 Alignment to the organisations values of: Respect, Innovation, Integrity and Commitment.

## 7. COMPANY VALUES

