

JOB DESCRIPTION

Date Prepared:	November 2018
Role:	Technology Trainee
Time Fraction:	Full time
Location:	Kyabram
Reporting to:	#

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

This role is a fantastic opportunity to work with an industry recognised and multi-award-winning IT services company to deliver bespoke and customised IT solutions for clients across a wide range of industries. As a Technology Trainee, you will #.

3. KEY DUTIES

As Technology Trainee you will:

- 3.1 Have a broad overview of the business and operational departments;
- 3.2 Assist business departments to achieve set KPIs;
- 3.3 Assist service desk with telephone support;
- 3.4 Assist with Network or Application support as required;
- 3.5 Assist with maintenance and support of Advance network and associated infrastructure;
- 3.6 Create and log client support requests;
- 3.7 Follow and maintain system documentation;
- 3.8 Contribute to regular team meetings;
- 3.9 Undertake relevant qualification Certificate II or III in Information Technology; and
- 3.10 Undertake other tasks as required by management.

4. DESIRED SKILLS

Candidates need to be able to demonstrate the following skills:

Mandatory

- 4.1 Excellent interpersonal and communication skills;
- 4.2 Curious mind with a thirst for learning;
- 4.3 Committed to completing a 12 month full time traineeship;
- 4.4 Self-motivated with the ability to multitask;
- 4.5 Punctual and reliable at all times;
- 4.6 Have a strong focus on quality of work and attention to detail; and
- 4.7 Problem solving and persistence.

Desirable

- 4.8 Computer literacy, including familiarity with MS Office Suite and Windows Operating System;
- 4.9 Valid drivers licence is beneficial but not essential; and
- 4.10 Sound communication skills including telephone work.

5. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

- 5.1 A genuine interest in Information Technology and providing superior customer (internal and external) service;
- 5.2 A willingness to learn and proactive attitude;
- 5.3 Computer literacy, time management and organisational skills;
- 5.4 Strong written and verbal communication and interpersonal skills;
- 5.5 A strong eye for detail and presentation;
- 5.6 Ability to supporting and working within a team environment; and
- 5.7 Alignment to the organisations values of: Respect, Innovation, Integrity and Commitment.

6. COMPANY VALUES

