**Empowering business through technology**

## JOB DESCRIPTION

| Date Prepared: | 13th February 2025 |
|---|---|
| Role: | Support Engineer |
| Time Fraction: | Full time |
| Location: | Kyabram |
| Reporting to: | Head of Services |

## 1.  ABOUT ADVANCE COMPUTING

Advance Computing was established in 1999 with a focus on IT services and customised software. Today we operate where support, consulting, software development and products meet to provide a range of IT services Australia wide.

## 2.  POSITION OVERVIEW

An exciting opportunity exists to join an industry recognised and multi-award-winning IT Services Company with a focus on empowering business through technology, staff development and training in Regional Victoria.

As part of the Services Team, you will be responsible for all aspects of Level 2 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 Services 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 Conduct all activities in accordance with the Quality Management System;

4.7 Be willing to attend both on the job and external training; and

4.8 Other tasks as required by management.

## 5. EDUCATION, TRAINING AND EXPERIENCE

Candidates need to be able to demonstrate the following skills:

**Mandatory**

1.1 Industry experience in IT support;

1.2 Familiarity with Microsoft 365 and/or Azure;

1.3 Meet existing and ongoing certification and role requirements of Support Engineer at Advance Computing;

1.4 A relevant tertiary or industry qualification;

1.5 Self-motivated with the ability to multitask;

1.6 Ability to work well within a team environment;

1.7 Proactive problem solving and analytical skills;

1.8 Adherence to customer site induction requirements where required;

1.9 A driver's licence; and

1.10 A can-do attitude!

**Desirable**

1.1 Current Microsoft Certification;

1.2 Experience with an IT Managed Services Provider (MSP);

## 2. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

2.1 Sound technical skills and ability to support Microsoft 365, Entra ID, Microsoft Azure and Microsoft Windows Server;

2.2 A willingness to learn and proactive attitude;

2.3 Highly developed computer literacy, time management and organisational skills;

2.4 Strong written and verbal communication and interpersonal skills;

2.5 Outstanding professionalism, including highly developed customer service skills;

2.6 Ability to work as part of a team as well as autonomously as required; and

2.7 Alignment to the organisations values of: Awesomeness, Commitment, Development & Community.