



IT Support Helpdesk

Duty Statement

1. Provide support to TCA's Managed Services clients supported applications. Troubleshoot computer problems and determine source, and advise on a appropriate action. Assist in the installation and configuration of server based networks remotely
2. Provide technical support for internal company systems and networks.
3. Provide remote support to Technology Centres Australia clients
4. Perform hardware and software installations for new and existing Managed Services clients.
5. Provide on the job training and computer orientation to new Managed Services clients and staff.
6. Working conditions are normal for an office environment. Work requires almost exclusive work using a telephone and computer.

Shared Duties

As outlined in the shared duties for Technical Support Services (Level 6).

Selection Criteria

MANDATORY

1. High standard in reading, writing, and arithmetic skills.
2. Well spoken, with excellent communication skills both on the phone and in person
3. Formal certification/qualification in Information Technology (Certificate IV) or working towards Microsoft MCP certification
4. Commitment to working towards completion of the Microsoft Certified Systems Administrator (MCSA) certification
5. Ability to work in a customer focused team environment
6. Demonstrated customer service orientation and ability to interact with customers
7. Professional appearance and manner at all times
8. Ability to complete tasks with limited supervision
9. Excellent written and verbal communications skills
10. Drivers License



DESIRABLE

1. Demonstrated ability and experience in the remote technical support of personal computers, printers, imaging products, local area networks and associated software, operating systems and applications
2. Certification in Windows based server products or Windows XP to an MCP level. Certification to MCSA or MCSE level highly regarded.
3. Experience in technical support and sales of information technology hardware and software
4. Demonstrated installation and maintenance experience with Windows XP/2000 network sites of more than three devices.

Measurable Goals

1. Achieve required calls per day as per targets laid out in employment contract
2. Achievement of productivity targets on a monthly basis
3. Meet efficiency rating targets (Number of jobs completed against reworks)
4. Accountable and Productive hours measured against completed tasks
5. Staff and customer feedback directly and from surveys