



# Position Information Package

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RELIANCE  
TECHNOLOGY

IT SUPPORT OFFICER

## POSITION DESCRIPTION

### IT Support Officer

Business Equipment Award 2010 [MA000021]

#### Company Profile

Reliance Technology is a leading provider of information and communication technology solutions and support services to clients all across NSW. We design, configure, install and maintain IT infrastructure, local and wide area networks, cloud and onsite solutions, website and graphic design services, intranets, web-based applications, social media presences as well as remote and onsite user support for our diverse clientele.

#### Position Scope

Reliance Technology have an exciting opportunity for an enthusiastic, self-motivated IT support professional to join our client focused support team in Dubbo.

To succeed in this role, you should have excellent time management and communication skills, as you'll collaborate with clients and our internal team to deliver results on deadlines.

If you have a talent for technology, and a passion for providing customer service this is the position for you.

#### Job Summary

Install, configure and provide support for information and communications technology comprising local-area, wide-area networks and cloud services, both onsite and remotely. Operate, troubleshoot, and monitor IT equipment and applications, diagnose problems across several different operating systems, applications and hardware vendors. Perform other duties as assigned with due consideration to training and skillset.

Key duties and responsibilities stated herein reflect the primary functions of the job and should not be construed as an exhaustive list. Key responsibility and duties include but are not limited to the following;

## Key Duties and Responsibilities

- Provide end user support including help desk services both onsite and remotely as part of a support team
- Complete IT project work including; assembly, deployment, installation and maintenance of hardware and software
- Troubleshoot IT equipment faults, relay proposed remediation and liaise with clients on issue status and resolutions
- Design, plan, install and configure computer workstations, servers and networking equipment making up local area networks as part of a team
- Test and operate local area networks, monitor their performances, troubleshoot and diagnose any problems as part of a support team
- Administer and support Cloud-based services
- Install, connect and configure LAN, WAN and Wireless networking equipment
- Work as part of a support team and priorities work load appropriately
- Apply written and communication skills in the provision of user support and consultancy
- Install, operate, maintain and troubleshoot; computers, servers, routers, switches, modems, access points and other network equipment to a standard as part of a support team
- Diagnose and resolve faults, apply solutions and maintain communication with affected end users
- Install or repair computers with standardised applications and networking software, diagnosing and solving problems as needed
- Respond to user questions and explain the operation of network applications and equipment
- Assist in the maintenance and adherence to standards and documentation
- Complete scheduled maintenance of IT Equipment and apply updates and service packs
- Follow company procedures and apply a range of administrative and office processes

## SELECTION CRITERIA

In addition to the attributes outlined in the position description above the successful candidate will possess the following:

### *Essential Qualifications, Skills & Required Knowledge,*

- Winning can do attitude
- Creative thinking
- High attention to detail
- An all-rounder champion that relishes working with like-minded people in a team environment where accuracy, hard work and a sense of humour is encouraged
- Ability to communicate effectively over phone, via email and in person
- Driver's License
- Minimum Cert III in IT

### *Personal qualities and attributes,*

- Ability to work and function in a small team environment with the ability to prioritise work load appropriately
- Ability to work unsupervised and use initiative
- High level of integrity and excellent decision-making skills
- High degree of interpersonal skills

## EMPLOYMENT CONDITIONS

- Work business hours and flexibly as required
- Preferably permanent, full time. Casual and part-time also offered
- Per the inclusions in the above stated award
- Per the inclusions in national employment standards