



the northern network

your ICT management partner

Position Description – Level 1 ICT service technician

TITLE OF POSITION:	Level 1 ICT service technician, The Northern Network
DURATION:	Ongoing
SALARY:	To be negotiated
HOURS OF WORK:	Full time, nominally 38 hours per week
BROAD DESCRIPTION:	<p>First level of support to customers for the TNN helpdesk for clients lodging support requests</p> <ul style="list-style-type: none">• Initial point of contact, phone, email, online• Provide initial support, document issues and where possible resolve client ICT problems• Liaise with clients and ask pertinent questions related to the request to assist with timely resolution• Ensure issues are escalated to level 2 technician where required per an established escalation process• Ensure all documentation and tickets are maintained to the TNN standard
RESPONSIBLE TO:	Managing Director, The Northern Network
DIRECT REPORTS:	There are no direct reports to this position
KEY RELATIONSHIPS:	TNN clients, Managing Director, Level 2 and 3 technicians



DUTIES:

The following list of core duties for this position which are performed under supervision:

1. TNN Help Desk providing first level support to TNN customers, (first point of contact with customers by phone and email – with escalation to support staff, as required)
2. Monitoring and maintain customer computer systems and networks
3. Use of multiple tools including a Remote Monitoring and Management application to diagnose customer issues and update tickets (currently Connectwise)
4. Workstation operating system build and documentation
5. Installing and configuring computer hardware, software, associated systems, networks, printers and scanners
6. Determine source and nature of malfunctions using diagnostic tools of hardware and software per TNN established processes
7. Adjust, repair and/or replace malfunctioning equipment
8. Manage time and reporting in the TNN format and systems
9. Create and maintain relevant documentation of the customers' IT environment
10. Maintaining all contacts details and information for clients
11. To maintain TNN's corporate image by providing an example to all with your conduct, uniform and through exceptional personal grooming
12. Actively participate and contribute to the Process Improvement initiative and the development and implementation of projects
13. Maintain a working knowledge of, and actively contribute to the Strategic Planning process and achieving the identified goals in the BAP
14. Other duties, as directed by the MD

Technologies supported:

In this role you will be exposed to the latest technologies including the following:

1. Windows, Windows Server, Android, iOS
2. Public and private cloud environments (e.g. Office 365, Azure, Adobe Cloud, and others)
3. Office 365 App Suite (Word, Excel, Outlook, SharePoint, OneDrive, Teams), Exchange, RDP, SQL, CRM, Data protection solutions, WSUS, SBS, Anti-Virus applications, PowerShell
4. ADSL/NBN, routing, remote access, VPN, smtp, VoIP
5. Web Hosting, DNS, CMS Solutions (e.g. WordPress), SSL Certificates, MySQL, HTML, CSS, JS
6. Line of Business applications in use by our clients include MYOB, retail manager, Affinity, ESS Smart Client and Rock End products



Capabilities, attributes and qualifications

Essential

1. A qualification in ICT to at least Certificate 3
2. 2 years experience in a similar role
3. Well-developed oral and written communication skills
4. Ability to deliver outstanding customer service and technical solutions
5. Problem solving capabilities
6. Experience with Microsoft Windows desktop & server operating systems, Office 365 and other cloud-based technologies

Desirable

1. Microsoft certification
2. A strong desire to develop technical knowledge & skills within a range of constantly changing technologies

Special conditions:

1. Legally able to work in Australia
2. Current Australian drivers licence and reliable vehicle
3. Available for occasional travel to customer sites