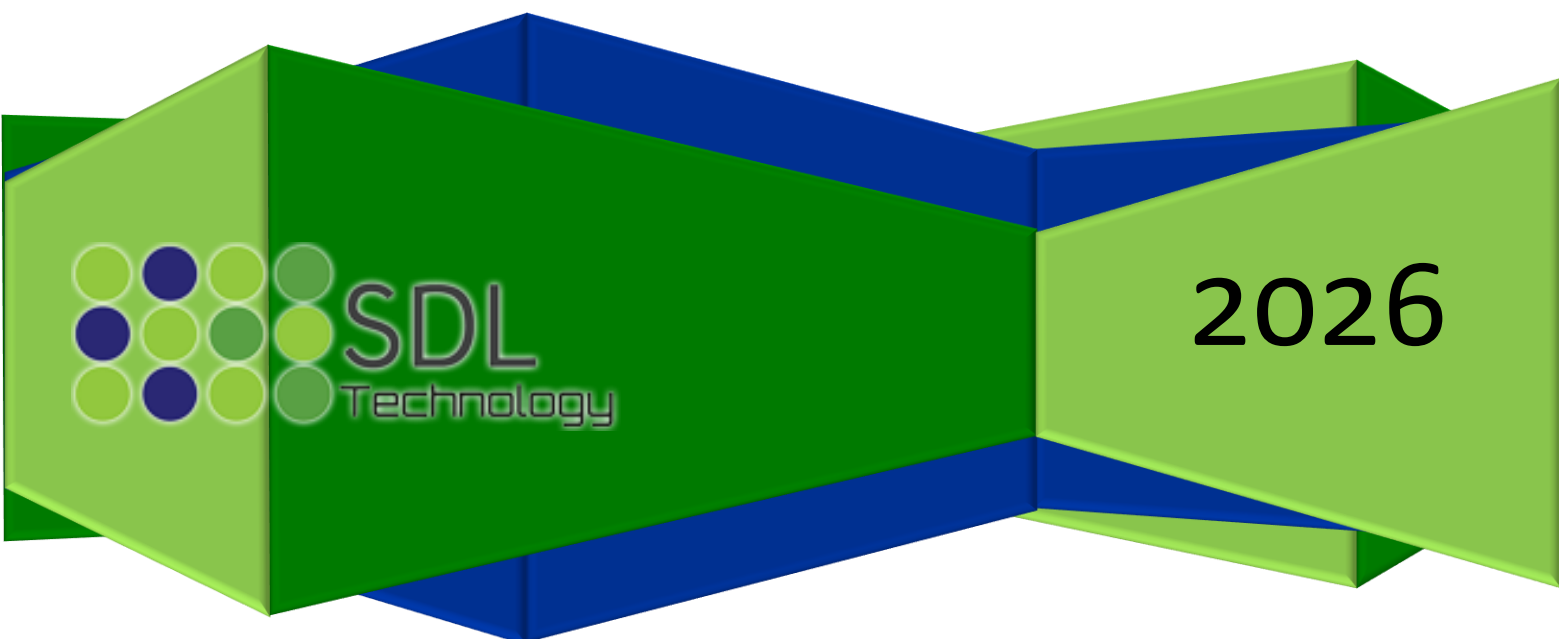


# Job Description

## IT Support Technician



**Location:** Onsite, Woolloongabba, QLD

**Job Type:** Casual

**Reports To:** Technical Lead

## Position Overview

We are seeking a motivated and customer-focused IT Technician to join our team. This role is ideal for someone passionate about Information Technology, with a strong interest in technical support, systems administration, and web technologies. You will work across a range of client environments providing remote and onsite support, and have the opportunity to grow your skills through real-world experience, structured learning, and mentoring.

## Key Responsibilities

### Technical Responsibilities

- Provide Level 1 and 2 IT support to clients via phone, email, remote and onsite assistance.
- Troubleshoot hardware, software, and network issues across desktop and server environments.
- Perform routine maintenance and updates on client systems.
- Assist with system deployments, configuration changes, and basic scripting or web-related tasks.
- Support Windows desktop environments (Windows 10/11) and Windows Server (2016 and above).
- Perform basic network troubleshooting (Wi-Fi, routers, switches, cabling).
- Configure and support Office 365, email, and cloud-based platforms.
- Maintain documentation of client systems, tasks, and resolutions.
- Follow cybersecurity best practices and assist with basic security implementations.

### Client Service Responsibilities

- Deliver exceptional service to both onsite and remote clients.
- Provide technology recommendations aligned with client needs and budget.
- Communicate clearly with clients, ensuring technical issues are explained in an understandable way.
- Maintain a professional, friendly, and respectful demeanour at all times.

### Operational / Office Support

- Greet and assist walk-in clients and visitors.
- Manage incoming calls, emails, deliveries, and general office support duties.
- Keep the office workspace clean, organised, and secure.
- Assist with product handling, stock movement, and basic administrative tasks.

## Key Skills & Knowledge

### Technical Skills (Required or Willing to Learn)

- Knowledge of Windows Desktop OS (Windows 10/11).
- Basic understanding of Windows Server Environments (2016/2019+).
- Familiarity with Microsoft 365, Teams, Outlook, and Office applications.
- Understanding of networking fundamentals (DNS, DHCP, IP, routers/switches).
- Awareness of cybersecurity principles and common threat prevention tools.
- Exposure to web technologies (HTML, CSS, JavaScript).
- Familiarity with database systems (MySQL preferred) and basic scripting (e.g. PowerShell, PHP).

### Desirable Skills

- Understanding of remote management tools (e.g. RMM, RustDesk).
- Experience with ticketing systems or IT documentation tools.
- Interest in web development or server-side scripting.

## Personal Attributes

- Friendly, approachable, and confident communicator.
- Strong problem-solving skills and a willingness to learn.
- Able to manage time effectively and meet deadlines.
- Presentable, well-organised, and professional appearance.
- Physically able to lift and move equipment when required.
- Comfortable working both independently and within a small team.
- Demonstrates initiative and attention to detail.

## Opportunities

- On-the-job mentoring and training from senior technicians.
- Exposure to a wide range of technologies and real-world environments.
- Career progression opportunities within a growing IT services provider.
- Encouragement and support for certifications and further education.