

ABN: 34 159 663 975

12 / 76 Canning Hwy, Victoria Park, WA 6100
Tel: 6365 2074 Fax: 6102 2530
Email: sales@perthsystems.com.au

Position Title:

Technical Support Officer (junior)

The Position:

We are looking for a talented and enthusiastic individual to fill this newly created position of Technical Support Officer (Junior).

The successful candidate will report directly to the Principal Consultant and will be responsible for providing technical support to our customers via Phone, Remote Support Tools and onsite visits as required.

This position would be suited to a Tafe or Uni student currently studying IT and looking to gain hands on experience.

Key Duties & Responsibilities:

- Provide technical support to customers (both hardware & software)
- Complete proactive maintenance tasks on desktops, notebooks and servers
- Complete onsite installations for new equipment
- Perform basic network troubleshooting tasks
- Monitor backup jobs and perform remedial actions as required
- Assist the Principal Consultant as required

Requirements:

As this is an entry level position experience is not essential, however will be favourably looked at.

The successful candidate should have:

- Experience providing customer service preferably in a prior technical position
- Experience with or knowledge of Microsoft Desktop Operating Systems including Windows XP, Windows 7 and Windows 8
- Experience with or knowledge of Microsoft Server Operating Systems including Server 2003, 2008, SBS 2003, SBS 2008, SBS 2011
- Experience with or knowledge of standard desktop software including Microsoft Office
- Understanding of basic network technologies including
 - Active Directory
 - DHCP
 - DNS
 - DSL, Wireless and VPN's
 - Firewall's, Routers & Switches
- Tertiary or Industry certification is desirable but not essential

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Personal Requirements:

- Motivated to learn and grow in the business
- Fluent and competent in the English Language
- Ability to work under pressure and with minimal supervision
- Valid and current driver's license and reliable vehicle
- Physically able to lift or manoeuvre bulky/heavy items
- Excellent time management skills

Desirable Requirements:

- Knowledge of IP Telephony
- Web Development Skills (HTML, ASP, PHP, Wordpress, Joomla etc)

Work Hours:

Initially the position will be part time offering approximately 2.5 days per week. Days and hours worked can be negotiated with the successful applicant.

Remuneration:

Remuneration will be determined according to skills and experience. Successful candidate will also be provided with a Mobile Phone & Laptop.

To Apply:

Please email your resume and cover letter addressing the technical and personal requirements to careers@perthsystems.com.au

About Us:

Perth Systems is a Western Australian owned and operated company based in Perth, WA. We provide business solutions to small & medium businesses throughout Australia.

Through a combination of in house expertise, and close working relationships with sub-contractors and vendors we provide a single point of contact for any business services our customers require.

We pride ourselves in providing friendly IT support and taking the worry out of IT.