



SUPPORT OPERATOR - JOB DESCRIPTION

This role is offered as a traineeship or trained position depending upon the applicant.

Network Support Tasks:

- Microsoft Office Product Support
- Web-based solution setup and support (includes GSuite, Office365 etc.)
- Solution Investigation (a client informs you of a problem, find a technology solution to fit their future direction and budget).
- Configure and troubleshoot issues with network devices, printers, and their connections to workstations and servers.
- Setting up new users' accounts and profiles and dealing with password issues

Basic Technical Tasks:

- Install an Operating System
- Transition a workstation from freight-inward to on a desk and working with updates installed and ready for usage by a client.

Email Support Tasks:

- Set up of new email accounts, and reset passwords in Exchange and cPanel
- Troubleshoot email delivery issues in Microsoft and Linux server environments, and email delivery issues from any common mail client source

Web Support Tasks:

- User Support for clients nationwide using two separate custom-built content management systems
- Activities include: log-in troubleshooting using inbuilt diagnostics, file uploading, text editing and minor HTML/CSS tweaking.
- Configuration and support of third-party cloud services such as Dropbox.

The following roles apply to all support types:

- Responding within agreed time limits to support requests
- Prioritising and managing many open cases at one time
- Support via telephone
- Support via email and ticketing/helpdesk systems
- Support via screen sharing and control (Teamviewer, Splashtop)
- Creation of customised help documentation for clients as well as training users in how to use the systems that are supported

- Perform all support with a view to maintaining a first class level of customer service.
- Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams and management where necessary.

Administration:

- Complete and submit daily timesheets
- Answer incoming phone calls
- Produce quotes and send to clients
- Document all support requests and outcomes

Preferable Skills:

In addition to the skills outline above, these additional skills will be looked favourably upon:

- HTML / CSS
- Javascript / JQuery
- C# and/or C++
- PHP
- MSSQL and/or MySQL

Days and Hours:

- This position permanent full time.
- The office is open from 9am to 5:30pm Monday to Friday, and the support operator is expected to be at work no later than 9am, and to stay until 5:30pm.
- 1 hour for lunch is provided
- Any training not provided by a trainee arrangement will be provided by management

Remuneration:

- The pay rate will be as per the Business Equipment Award 2010
- Overtime is optional and may only be taken if offered by management, and is paid at 1.5 hours of time off in lieu

Transport to Client Premises

- If the support operator is required to attend a client's location, the operator's own vehicle is to be used, and claims can be made for kilometres travelled.