

ICT Support Coordinator

KEY SELECTION CRITERIA



Ipswich Office

Level 3, 28-30 Thorn Street, IPSWICH, QLD, 4305

Tel: (07) 3454 0500

Qualifications	Formal Qualifications in information technology or computer science is preferred
Experience	Proven experience as an ICT Support officer or similar role
KSC 1	Level 1 Support. Ability to triage requests and incidents as raised by staff. Demonstrated ability to provide level one support to a wide range of desktop, network and telephony users. Able to escalate incidents and requests outside the scope of the role and communicate status of issues with end users
KSC 2	Sound knowledge of ICT systems and applications. Supporting a Microsoft 365 environment, user administration (moves/adds/changes)
KSC 3	Understanding of TCP/IP protocols and LAN/WAN configuration
KSC 4	Able to provide first level telephony support (VOIP Telephone System). User administration, troubleshooting issues, escalating incidents
KSC 5	Strong communication and interpersonal skills
KSC 6	Track record of excellent record keeping with great attention to detail
KSC 7	Demonstrated excellent organisational and coordination skills. Able to resolve issues, prioritise tasks in a timely fashion
KSC 8	Demonstrated ability to contribute to positive workplace culture and practices
KSC 9	Current Queensland open driving licence and willingness to undertake regular travel is desirable Working with Children Check clearance is mandatory Working with Persons with Disability Check clearance is mandatory National Criminal History Check clearance is mandatory