**Job Description**

**Position Title:** IT Support Officer

**Division:** Technology

**Location:** Melbourne - Docklands

**Reports to:** IT Support Services Lead

**Date:** April 2024

**Overall Purpose of the Job**

The IT Support Officer will provide operational and technical support to end business users and technology colleagues. Technology services provided by Costa require technical monitoring, configuration, and troubleshooting as the needs arise. Providing a customer first focus and delivering a high level of service are key attributes of this role.

The IT Support Officer will be working in a highly collaborative team environment where communication within the team is critical to ensure the right mix of support and education can be delivered to our diverse end user base. Taking a request from inception through to resolution is important to deliver operational delivery of growing, picking, packaging and distribution of our produce.

**Primary Responsibilities**

The key responsibilities of the role are highlighted below:

* Responding to support calls and helpdesk ticket queue
* Support team members to Troubleshooting laptop/desktop issues
* Problem solving mobile phone handset issues
* Problem solving and configuring printers
* Microsoft Office problem solving
* Windows 10/11 problem solving
* Support for Office 365 environments
* Imaging and configuring desktop/laptops
* Understand server and network infrastructure
* Knowledge and support of Active Directory
* Possibility of travel to farm sites in Melbourne and interstate
* Work in a structured and consistent process for completing requests according to Costa technology standards within the agreed timelines.
* Collaborate with SME’s, stakeholders, and wider team to deliver on key initiatives.
* Collaborate and work with cross functional teams to take the project from feasibility through to detailed design, implementation, testing and go live.

**Key Performance Indicators**

* High Standard of customer service
* Support end users to resolve their technology requests
* Work in accordance with the policies and procedures of Costa Group
* Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others
* Productive and successful engagement with business stakeholders and meeting their requirements and expectations.
* Contribute by making positive suggestions on improvements to safe work practices

**Key Relationships**

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| --- |
| Key Interactions (Internal & External) that this role must form productive relationships with |
| Group Management Team | Monthly – inform / advise / take direction |
| Senior Management Team | Weekly – inform / collaborate |
| IT Team Members | Daily – inform / collaborate / direct |
| End Users | Daily – collaborate / direct |
| Suppliers | Daily – collaborate / direct |

**Qualifications Required –** *Education and/or professional*

* Tertiary qualification or working towards one is preferred

**Desired Experience**

* Experienced in a commercial IT support environment.
* Microsoft certification is advantageous
* Industry certifications such as ITIL fundamentals will be valued
* Hands-on experience troubleshooting Office 365
* Proven network and desktop troubleshooting ability (with basic server troubleshooting)
* Extensive knowledge of Microsoft operating platforms
* Knowledge of Microsoft 365 administration platforms
* Experience within service desk environments using Jira
* Experience with Intune MDM (desired but not essential)
* Experience within the agriculture sector (desired but not essential)

**Additional Capabilities**

* Awareness and focus on value to customers
* Excellent written and verbal communications
* Operating in a Global IT environment
* Must be able to translate technical environments into business language
* Knowledge of modern application platforms

**Essential Personal Attributes**

* Structured approach to the organisation and delegation of work
* Focused on the development and delivery of quality outcomes
* Inventive and collaborative problem solver
* A desire to learn