**Costa Position Description**

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| **Position Title:** | **IT Support Officer – level 2-3** |
| **Department:** | **Technology Group** |
| **Reporting To:** | **John Zuniga – IT Operations Manager** |
| **Location:** | **Ravenhall** |
| **Applicable Vehicle:** | **Yes** |

**1.** **Basic Summary of Position:**

The purpose of this role is primarily Level 2 and Level 3 Desktop/Network support for a corporate head office environment and includes 60 sub sites around Australia and internationally.

You will have demonstrated exceptional technical problem-solving skills and an ability to work independently, you will be a valued team player in an environment that is dedicated to excellent customer service but also ensuring we have a fun and laid-back work environment.

This role would suit a highly motivated individual with the right mix of certifications and experience to provide stellar IT support to our user base.

**2. Key Accountabilities and Responsibilities:**

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| **Accountability and Responsibilities:** |
| **Role Duties**   * Taking support calls and working in a service desk environment * Imaging and configuring desktop/Laptops * Creating SOE images in consultation with other team members * Problem solving mobile phone handset issues * Problem solving and configuring Printers * Microsoft Office problem solving * Windows 10 and some Windows 7 problem solving * Understanding of Server and network infrastructure * Support of Office 365 environment and knowledge of O365 admin functions * Knowledge and support of Active Directory * Knowledge and support in IP telephony systems (preferred but not essential) * Troubleshooting of mobile phones primarily apple iPhone and iPad (preferred but not essential) * Knowledge and support of mobile device management platform (preferred but not essential) * Knowledge and support of video conferencing systems using skype for business (preferred but not essential) * Understanding of ITIL practices   **OHS**   * Support employees and managers to achieve best practice Safety, Health and Environment by implementing the safety management system and processes with the IT Infrastructure team * Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work. * Be familiar with, understand and adhere to Company OHS&W policies and procedures in line with the standards of Costa Group and the requirements of the OH&S Act * Work in accordance with the policies and procedures of Costa Group, as amended from time to time * Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others * Correctly use and maintain personal protective equipment provided for health and safety purposes * Be unaffected by alcohol or drugs * Report immediately any hazards, incidents or near misses * Contribute by making positive suggestions on improvements to safe work practices * Perform only those procedures or tasks for which he/she has received appropriate training and instructions.   **Company Values**   * Responsible for ensuring that your work practices are consistent with company principles * Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced |

**3.** **Key skills:**

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| * Have excellent written and verbal communication skills * Be able to take direction as well as make suggestions * Have ability to manage your time efficiently * Want and willing to learn about the agriculture industry * A quality focus with the ability to thoroughly test work * Highly developed analytical and problem solving ability * Knowledge and support in IP telephony systems (preferred but not essential) * Troubleshooting of mobile phones primarily apple iPhone and iPad (preferred but not essential) * Knowledge and support of mobile device management platform (preferred but not essential) * Knowledge and support of video conferencing systems using skype for business (preferred but not essential) * Working in a Service desk environment and an understanding of ITIL practices |

**4.** **Candidate Requirements:**

**(a) Education, Qualifications, Training:**

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| * At least 4 years commercial experience * Microsoft certifications are desired |

**(b) Experience, Skills, Knowledge:**

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| * Network and Desktop troubleshooting (with basic server trouble shooting) * Extensive knowledge of Microsoft operating platforms (**Windows 7 and Windows 10 is a must)** * Assisting problem solving on desktops and laptops * Printer diagnostics, and troubleshooting on the above platforms * Project management knowledge * Travelling to client sites throughout Melbourne and their surrounding suburbs (sometimes interstate) |

**(c) Competencies/Character Qualities/Values:**

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| * Determination – acting decisively and with a sense of urgency * Passion – challenging the status quo and acting with energy and enthusiasm * Accountability – focusing on outcomes and delivering on commitments * Sincerity – acting bolding in an open, honest, and responsible manner * Respect – treating others as we expect to be treated in attitude, communication, and personal safety |