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

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

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