JOB DESCRIPTION – CUSTOMER INPUT

Basic Description: INFORMATION TECHNOLOGY (IT)

Instructions: Please complete this job description form with the key skills and attributes that you desire to carry out the critical functions of the position. The more detailed your descriptions the better chance we have of finding the right candidates for the intended job. The sooner you return this form the sooner we can find your new staff member. The tables are pre-filled with examples only – your input is required.

Business Essentials

Job Description

IT Technician is an IT expert who is responsible for installing and maintaining computer systems and networks to achieve the highest functionality and optimize the role of technology. Our ideal candidate has an in-depth knowledge of computer software and hardware and a hands-on experience with a different variety of internet applications, networks, and operating systems.

Business Functions and Responsibilities

- Configure accounts, software, hardware, peripherals, settings, directories, storage, network, etc. in accordance with standards and requirements.
- Monitor performance and systems health according to requirements, troubleshoot any issues and outages, review logs and verify completion of scheduled jobs.
- Ensure security and access control through best practices and tools, monitor to identify, and block any possible intrusions, work with development team to improve application and hosting environment security.
- Identify and present the technical tradeoffs and risks of different technical approaches in a meaningful way.
- Develop and maintain installation and configuration routines, upgrade systems with new releases and models.
- Provide technical guidance and support to users and teams, resolve incidents and issues according to priority.
- Contribute and adhere to team objectives including automation practices, continuous integration, and continuous delivery processes.
- Contribute a comprehensive understanding of current and emerging technologies and tools.
- Be passionate about software quality, automation, development, and testing.
- Deliver standardized reports and dashboards in reliable

EDUCATION

Description
• Bachelor's degree in Information Technology, Computer Science, or a similar discipline is strongly preferred. • Minimum of 3 years proven work experience and track record in technical support or similar role is strongly preferred.

Important IT Skills

SKILS
• Excellent communication and written skills. • Excellent support skills. • Familiarity with one or more modern coding and programing languages. • Extensive understanding of hardware, software, and network development principles. • In-depth knowledge of software prototyping tools. • Proven hand-on experience and solid knowledge of how different applications work including security, session management, and best development practices. • Extensive knowledge of relational database systems, object-oriented programming, and software/application development. • Proven hands-on experience with network diagnostics, network analytics tools. • Aggressive problem diagnosis and creative problem-solving skills. • Strong organizational skills to juggle multiple tasks within the constraints of timelines with business insight. • Strong critical thinking, resourcefulness, diligence, attention to detail and creative problem-solving skills.

Personal Attributes

Description
• Skilled in multi-tasking and can work unsupervised
• Reliable and committed to meeting deadlines
• Works well under pressure
• Personable and pleasant to staff
• A keen attention to detail and strives for accuracy

Other

Description
• We are willing to train and nurture the right person
• Opportunity to travel to Australia and meet the entire team
• Enjoys working with a high performance and motivated team