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IT Technical Support Specialist - Mount Gravatt - Salary to \$90k

TalentLink

Mount Gravatt, Brisbane QLD

Help Desk & IT Support (Information & Communication Technology)

Full time

Posted 2d ago

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The Company:

This established boutique healthcare company is at the forefront of their industry and currently experiencing rapid business growth and expansion, opening new locations across Queensland.

The Role:

Due to this continued growth and a strong pipeline of work, they have a vacancy for a IT Technical Support professional in their Mount Gravatt HQ.

This is a crucial and integral position that will see you responsible for the organisations systems and frameworks, with varied duties that include Technical Support, Systems Administration and Web Development.

Reporting to the CEO, and working in a friendly team environment with an outsourced IT Consultancy to assist you, the duties are varied but include:

- Providing high level technical support to staff members (across several branches), both in person and over the phone - troubleshooting and problem solving technical issues
- Installing and configuring computer hardware, software, systems, networks, printers and scanners, phones etc
- Management of any IT or system risks to the company
- Web development - contributing to the Staff Portal and company Website (PHP Development, Javascript, MySQL), assisting team members on any new designs/features and fixing any bugs
- Providing basic technical training and creating training materials
- Assisting the greater team in testing product updates and identifying any conflicts, providing suggestions for further enhancements / improvements

About You:

The ideal background/skillset required:

- 3+ years previous technical support experience
- A solid understanding of MS Office Suites and Applications
- Strong understanding and use of Smart Phones (preferably the iOS operating system)
- Understanding of Cloud-based storage and experience with mobile app development would be highly regarded
- Web development skills - knowledge of MySQL, PHP, HTML, Javascript and CSS
- Ability to clearly communicate technical instructions, both in person and remotely
- Excellent organisational and time management skills
- Flexible and 'can-do' attitude, with attention to detail and accuracy

To be considered for this opportunity, please click on the appropriate link and complete the process. If you require more information, contact John Wright on johnw@talentlink.com.au

Be careful