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IT Support Officer

Manteena Commercial Pty Ltd

📍 Fyshwick, Canberra ACT

 Help Desk & IT Support (Information & Communication Technology)

 Full time

Posted 11d ago

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About us:

Work for Manteena and you will be joining a company with over 40 years of proven excellence in the construction industry. The Manteena group consists of four building companies offering specialist construction services in the Commercial, Security, Firing Ranges and Residential sectors from large scale projects to unique fit-outs and high-end housing. Our staff are a team of professionals committed to bringing value to our clients and to provide creative and practical solutions that meet and exceed the needs of each project. We offer our clients the highest quality building services which sets Manteena apart from the rest.

The Role:

Manteena is currently looking for an IT Support Officer to deliver professional customer service and effectively assist with the IT and communication requirements of the company. Reporting to the Business Systems Manager (BSM), you will be responsible for the efficient administration and day-to-day technical support for our employees. This position is ideally suited to someone currently studying in IT.

The successful candidates' responsibilities will include:

- Being the first point of contact for all ICT related issues.
- Engage with external service providers as required.
- Setting up hardware and software for end users.

- Configure and maintain staff user accounts and profiles.
- Attend sites where required for IT service-related issues.
- Assist with the provision, establishment and removal or cancellation of services and hardware relating to new or existing remote sites.
- Coordinate ICT maintenance activities with the BSM.
- Ensure all issues / requests are tracked through the Helpdesk system.
- Maintain the company's electronic asset database.
- Assist in the development of documentation, user guides and technical documents as required.
- Assist with purchasing and maintaining ICT related hardware.
- Complete other IT related tasks as allocated by the BSM.

About you:

- Ability to work well within a team environment and willingness to assist others.
- A positive attitude with a desire and willingness to learn.
- Previous IT helpdesk or IT support experience.
- Good communication and organisational skills with attention to detail.
- Holds a current driver's license with own vehicle.

Due to the secure nature of some of our clients and projects, you must be an Australian Citizen to apply for this role.

Technical

The following technical skills are highly desirable:

- Strong proficiency in Microsoft applications (Word, Excel, Outlook, PowerPoint, Teams, and Project).
- Strong proficiency in Microsoft Operating Systems (Windows).
- Familiarity with SharePoint and Microsoft Azure.
- Knowledge of Apple and Android devices.

- Knowledge of scripting / programming would be advantageous.
- Knowledge of Vista / Viewpoint. If you do not have this or your knowledge is limited this will be taught on the job.

Culture

Manteena is a values-based family friendly company, and we aim for our staff to have a good work-life balance. Renowned for the long-term tenure of our employees, we committed to the development, coaching, and mentoring of our staff providing career progression and professional development opportunities. If you are looking for stability, work life balance, long term employment and career develop in a dynamic, interesting, and innovative company, then we would like to hear from you.

Benefits

- Career progression and professional development opportunities.
- Leadership training opportunities.
- Mentoring programs.
- Studies assistance program.
- Salary sacrifice options including superannuation and motor vehicle.
- Employee bonus scheme.
- Health and wellness programs.
- Fun social events.
- Flexible work arrangements.
- 2 x health and wellness “Me Days” per year.
- Paid parental leave.

Excellent conditions and remuneration package will be negotiated relevant to the skills and experience of the successful applicant.

Manteena is a diverse and inclusive equal opportunity employer, and we encourage women, Indigenous Australians, and older persons to apply.

We thank all applicants for their interest in this opportunity.

If you feel you are a good fit for Manteena click “Apply” and submit your resume and cover letter addressing the above requirements of the position. Applications without either a resume or cover letter may not be considered. If you would like more information, please contact Sascha on **02 6280 7033** for a confidential chat.

No recruiter approaches please

Employer questions

Your application will include the following questions:

Do you own or have regular access to a car?

Do you have technical support experience?

Which of the following Microsoft Office products are you experienced with?

Which of the following statements best describes your right to work in Australia?

How many years' experience do you have as an Information Technology Support Officer?

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