



# Jacobs



✓ You've applied on 10 October 2023

## ICT Systems Support

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📍 Canberra ACT

🏢 Help Desk & IT Support (Information & Communication Technology)

🕒 Full time

Posted 1d ago

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### Tell me about this role:

We are currently looking for a junior level ICT Administrator to support a wider ICT Support team in the Canberra office. The position will be fully office-based in the Canberra CBD, and will be the primary role for endpoint hardware issued to employees, i.e. laptops and peripherals.

This role offers uncapped training and development opportunities as well as other benefits, flexible working and different leave arrangements including paid parental, study, reserve and volunteer leave.

#### What will I be doing day to day?

- Building workstations and servers
- Deployment of patches, upgrades and new versions of applications
- Data backups, backup testing and data restoration
- Disaster recovery system maintenance
- Maintenance of IT services such as web servers
- Maintenance of IT hardware – desktops, laptops, servers, peripherals
- Documentation development and maintenance

#### What sort of skills do I need?

- Experience in ICT Support, Service Desk, Desktop Support or other related role
- Strong communication skills with a background in customer service desirable
- Process orientated with good attention to detail
- No security clearance required initially, but the ability to obtain an AGSVA clearance

#### What's in it for me?

- **Flexibility** - We like our employees to have the flexibility they need to live the lives they choose. With flexible working options such as a 9 day fortnight and remote working options.
- **Inclusion** - We like our employees to feel safe bringing their whole self to work offering a number of programs promoting inclusion such as, Public Holiday swap and 40/40/20 our vision for a gender inclusive workplace.
- **Benefits and Rewards** – Jacobs have a competitive package of benefits and rewards including: Additional superannuation ; Flexible leave options; Salary continuation insurance; Stock purchase plan; Professional certification bonus; Corporate discount program.
- **Exciting work** – Jacobs are continually expanding our opportunities working on prominent defence projects across air, land and sea supporting the critical capabilities that keep Australia safe. Jacobs has a growing presence in Cyber, space and nuclear programs.

#### Why Jacobs?

Jacobs have a strong geographic foothold in Australia, with around 2500 people working across two lines of business – Critical Mission Solutions (CMS) and People & Place Solutions. Providing solutions in Project Management, Engineering, Commercial and ICT. People are our greatest asset and we value unique backgrounds, experience and perspectives. Without our people we would not be where we are today, we therefore value our team as members of an exceptional organisation offering a wide array of benefits that go far beyond expectations.

Apply today to become a member and experience the many benefits and rewards that help create a World where ***you*** can.

*Recruitment selection for these positions will commence immediately. To apply for this role click “apply now” or for further information please contact Jeremy Parkinson, [jeremy.parkinson@jacobs.com](mailto:jeremy.parkinson@jacobs.com).*

## Employer questions

Your application will include the following questions:

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

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