

Managing IT Services For Australian Businesses



IT Support Technician

AU IT Pty Ltd

📍 Hume, Canberra ACT

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

🕒 Full time

Posted 7d ago

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About the Business:

AUIT is a full-service I.T. company providing end to end I.T. solution and support to a wide range of clients within the Canberra and Perth regions. The services provided by the company include Service Management, IT Support, IT Security, Project Management, Asset Management, Disaster Recovery, Backup Management, Business Continuity, Cloud Services, Hardware Sales, and Web Hosting.

About the Role:

This exciting opportunity is to work in a collaborative and supportive environment while making meaningful impact by providing exceptional technical support to end-users. AUIT wants a team member who is willing to seek ongoing professional development opportunities to enhance your skills and knowledge. If you are a customer-focused IT professional with a passion for delivering top-notch technical support, we would love to hear from you! Apply now and become a vital part of our dedicated IT support team.

Desired Skills and Experience:

It is expected the IT Support Technician will have:

- Minimum 2 year relevant experience in Information Technology
- Demonstrated experience administrating Microsoft Intune, 365 Windows Server Environments and Desktop products including Active Directory.
- Experience with troubleshooting Microsoft Office products including 365 and Intune.
- Excellent client service skills and the ability to communicate with a wide range of stakeholders.
- Strong problem-solving skills and the ability to take responsibility for issues that arise.
- Knowledge of basic I.T. processes and hardware including email, printers, and file sharing.
- Strong attention to detail.

Required:

- Hold a minimum of 2 year relevant experience, in a Service Desk or Technical role (preferably MSP specific)
- Hold a valid, Australia Drivers Licence
- Be willing to undertake an Australian Police Check

Please submit your CV and a ONE page cover letter outlining your experience.

Employer questions

Your application will include the following questions:

- Do you have technical support experience?
- Do you have customer service experience?
- Which of the following statements best describes your right to work in Australia?
- Do you have a current Australian driver's licence?
- How many years' experience do you have as an Information Technology Support Technician?
- Do you have a current Police Check (National Police Certificate) for employment?

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