

# Application Summary : IT Support Technician

Application Status: Complete and Submitted

- Your application has been received.
- If you wish to withdraw your Application you may do so at any time.

Status: Complete

## Step 1 - Pre-application Declaration

To be eligible for engagement by the Australian Sports Commission (ASC), a candidate must be an Australian citizen or hold Australian Permanent Residency at the time of application. Unless stated in the job advertisement, candidates who do not hold the required citizenship or permanent residency status may not be considered for employment.

Question 1.2	Are you an Australian citizen? *	Response Provided
	Yes	

Status: Complete

## Step 2 - Personal Details

Question 2.1	Title:	Response Provided
	Mr	

Question 2.2	First Name: *	Response Provided
	JUN	

Question 2.3	Preferred Name:	No Response Provided (your response is optional)
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Question 2.4	Last Name: *	Response Provided
	ZHOU	

Question 2.5	Email address: *	Response Provided
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zhoujun418331@gmail.com

Question 2.6

Street address: \*

Response  
Provided

8/24 Sapling St

Question 2.7

Suburb/Town: \*

Response  
Provided

Harrison

Question 2.8

Postcode: \*

Response  
Provided

2914

Question 2.9

State: \*

Response  
Provided

ACT

Question 2.11

Country \*

Response  
Provided

Australia

Question 2.12

Mobile: \*

Response  
Provided

0476100764

Status: Complete

**Step 3 - Diversity**

The Australian Sports Commission (ASC) is committed to reflecting the Australian community we serve and we recognise the diversity of our staff is one of our greatest assets. Sharing your diversity information with us will enable us to implement the right strategies and initiatives to support our people and create an inclusive workplace culture.

**Your diversity information will not be provided to the selection panel, except for 3.6 which will be shown to the panel in to support you in your recruitment process.**

Question 3.2

How do you describe your gender?

*This refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents? \**

Response  
Provided

Man or Male (he/him)

Question 3.3

Do you identify as Aboriginal and/or Torres Strait Islander? \*

Response  
Provided

No

Question 3.4

Are you from a non-English speaking background? \*

Response  
Provided

No

Question 3.5

Do you identify as a person with disability?

*People with disability are individuals with a limitation, restriction or impairment, that restricts everyday activities. \**Response  
Provided

No

Question 3.6

Do you require any adjustments or assistance to participate in the recruitment process? \*

Response  
Provided

No

Status: Complete

**Step 4 - Employment Details**

Question 4.1

Do you currently work for the Australian Sports Commission (ASC)? \*

Response  
Provided

No

Question 4.2

Have you previously worked for the ASC? \*

Response  
Provided

No

Status: Complete

**Step 5 - Employment History**

The ASC conducts pre-engagement checks to ensure there are no adverse employment records that may affect the suitability of a candidate to the advertised position. Your responses to the following questions may be used for this purpose and may be made available to the selection panel. The information you provide will be used by the ASC in the context of this recruitment process only.

Question 5.2

In your current or previous employment, within the past five years, has there ever been any issue(s) raised with regards to you, regardless of whether a formal procedure was initiated? \*

Response  
Provided

No

Question 5.4

Has your employment ever been terminated as a result of you not meeting the conditions of your employment? \*

Response  
Provided

No

Status: Complete

**Step 6 - Integrity**

It is an essential requirement of employment by the ASC that all employees undergo a pre-employment online screening conducted by CrimCheck in relation to criminal offences. Outcomes of the screening will be notified to the ASC and the candidate's suitability for employment or continued employment will be determined by the ASC in light of the outcome. Please reach out to [people@ausport.gov.au](mailto:people@ausport.gov.au) at any time should you wish to discuss this process

Question 6.2 Have you resided in an overseas country for 12 months or more in the last 10 years? \* Response Provided


Yes

Question 6.3 Please provide details: \* Response Provided

Born in China and came to Australia since 2016

Status: Complete

**Step 7 - Child Safety**

Question 7.1 As we are a Child Safe organisation, can you please tell us about your beliefs and values in relation to working with children and young people?  \* Response Provided

Safety and Well-being: The safety and well-being of children and young people should always be the top priority. We should create and maintain a safe environment where children can learn, grow, and thrive.

Reporting and Response: We should have clear procedures for reporting and responding to concerns or incidents related to child safety. This includes reporting suspicions of abuse and providing appropriate support to victims.

Question 7.2 Have you ever had any disciplinary action taken against you in relation to your working with children and young people? \* Response Provided

No

Status: Complete

**Step 8 - Resume & Referee Details**

Question 8.1 Upload your resume: \* Response Provided

[Resume\\_JunZhou\\_8442\\_20231010.docx](#)

Question 8.2 Referencing the job description, please describe why you believe you are suitable for this position, including listing your key relevant achievements: (750 words) \* Response Provided

I believe I am well-suited for the position of IT Support Technician at the Australian Sports Commission (ASC) based on my professional experience, skills, and achievements. This role aligns perfectly with my background and capabilities, and I am enthusiastic about contributing to ASC's mission during the Green and Gold decade. Here, I will detail my qualifications and key relevant achievements that make me a strong candidate for this role.

**Responsive and Professional Technical Assistance:**

In my previous role as a Customer Service Representative at Mizuho Bank in China, I gained extensive experience in providing responsive and professional technical assistance to customers. I effectively addressed queries, troubleshooted technical issues, and resolved customer problems promptly and courteously. My ability to communicate technical information in a user-friendly manner would be an asset in assisting ASC technology users.

**Track Record of Problem Solving:**

During my tenure at Mizuho Bank, I demonstrated a track record of problem-solving, which is crucial in an IT support role. I not only resolved routine technical issues but also excelled at identifying and escalating complex incidents and requests to the appropriate teams for resolution. My ability to analyze issues and find effective solutions would contribute to ensuring smooth technology operations at ASC.

**Data Security and Compliance Expertise:**

My experience at Mizuho Bank also exposed me to the importance of data security and compliance. I maintained strict adherence to data security policies and compliance regulations, handling sensitive customer information with the utmost care and confidentiality. In the context of ASC's operations, ensuring data security is paramount, and my knowledge in this area would be a valuable asset.

**Teamwork and Collaboration:**

The ASC emphasizes the importance of teamwork and collaboration, which aligns with my experience as a Chef De Partie at Jamala Wildlife Lodge and Pialligo Estate. In these roles, I collaborated seamlessly with kitchen staff, fostering a culture of teamwork and inclusiveness. I believe in the power of strong collaboration, which is essential in the IT field for effective problem-solving and delivering technology services that align with business needs.

**Meticulous Attention to Detail:**

My background in the culinary industry required unwavering attention to detail, from meal preparation to presentation. This same attention to detail would be invaluable in ensuring that technology support services meet defined performance standards and procedures at ASC. I am committed to upholding impeccable quality standards, just as I did in my role as a Chef De Partie.

**Time Management and Multitasking Skills:**

My experience as a Kitchen Manager at Goodstart Early Learning honed my time management and multitasking skills. I consistently met tight meal preparation deadlines in a high-pressure environment, a skill that is transferable to IT support, where managing multiple tasks efficiently is essential. ASC's dynamic and fast-paced environment would benefit from my ability to manage time effectively.

**Customer-Centric Approach:**

My background in customer service, whether in the banking or culinary industry, has instilled in me a customer-centric approach. I understand the importance of addressing user needs and providing exceptional service. ASC's commitment to client-focused technical assistance resonates with my own approach to customer service.

**Effective Communication Skills:**

Throughout my career, I have developed strong communication skills, which are essential for effective interaction with ASC technology users. Whether explaining technical solutions or collaborating with cross-functional teams, I can communicate clearly and confidently.

**A Dynamic and Collaborative Team Player:**

ASC seeks individuals who prefer a dynamic and collaborative team-based approach, and I embody these qualities. My experience in diverse work environments, from banking to the culinary industry, has equipped me with the ability to adapt to different teams and work harmoniously to achieve common goals.

In conclusion, my professional journey has equipped me with a diverse skill set and a strong foundation in customer service, technical support,

and data security. My achievements in previous roles demonstrate my ability to provide responsive technical assistance, solve complex problems, and collaborate effectively with diverse teams. I am confident that my adaptability, attention to detail, and commitment to excellence make me a valuable asset to the Information, Communications, and Technology team at ASC. I am excited about the opportunity to contribute to ASC's mission during the Green and Gold decade and help ensure the success of the sporting sector and all Australians.

## Question 8.3

The ASC's shared values are respect, integrity, teamwork and excellence. Please describe which resonates with you and why [up to 300 words] \* Response  
Provided

Integrity, to me, is the cornerstone of trust and ethical conduct in any organization. It involves consistently upholding strong moral and ethical principles, even in the face of challenges or temptations to compromise. Integrity means being honest, transparent, and accountable in all actions and decisions.

Integrity resonates with me because it forms the foundation of a strong and positive work culture. When individuals within an organization prioritize integrity, it fosters an environment where people can trust each other and their leaders. This trust, in turn, promotes open communication, collaboration, and a sense of belonging.

Furthermore, integrity aligns with my personal values. Throughout my career, I have strived to uphold the highest ethical standards, whether it's in the culinary industry, customer service, or IT support. I believe that integrity is non-negotiable when it comes to handling sensitive customer information, addressing user concerns, or making critical decisions.

In the context of IT support at ASC, integrity is paramount. It ensures the confidentiality and security of data, which is essential in an organization dealing with sports-related information and sensitive data. Upholding integrity in IT support also means providing unbiased and fair assistance to all users, regardless of their position or role within the organization.

In summary, integrity is the value that resonates most with me because it embodies the principles of honesty, transparency, and ethical conduct that I hold dear. It is the foundation upon which trust and a positive work culture are built, and it aligns with my personal commitment to ethical behavior in all aspects of my professional life.

## Question 8.4

Referee 1 Details \*

Response  
Provided

## Referee 1

Title	Mrs
First Name	Krystle
Last Name	Peace
Organisation	Goodstart Early Learning Braddon
Position	Centre Director
Telephone (including area code/country code if applicable)	0433228368

Email Address	kpeace@goodstart.org.au
Is this your immediate supervisor?	Yes
What is your relationship with the referee?	supervisor
Length of working relationship	10 month

## Question 8.5

## Referee 2 Details \*

Response  
Provided

## Referee 2

Title	Mrs
First Name	ChengFeng
Last Name	Wu
Organisation	Goodstart Early Learning Issacs
Position	Room Leader
Telephone (including area code/country code if applicable)	0488883321
Email Address	godferry.cindy@gmail.com
Is this your immediate supervisor?	No
What is your relationship with the referee?	Colleague
Length of working relationship	10 month

## Question 8.6

## Have you provided your current manager as a referee? \*

Response  
Provided

Yes

Question 8.8

Upload any other relevant documents:

**No Response  
Provided (your  
response is  
optional)**

Status: Complete

**Step 9 - Anti-Doping Declaration**

Question 9.1

I acknowledge that all employees of the ASC are required to comply with the ASC Anti-Doping Policy. I declare to the ASC that:

Response  
Provided

(a) I have not at any time been found to have breached any anti-doping rule or policy applicable to me at the time;  
and

(b) to the best of my knowledge, I have not otherwise engaged at any time in any conduct that constituted a breach of any anti-doping rule or policy applicable to me at the time.

I consent to the ASC providing my personal details to Sport Integrity Australia (SIA) and any relevant sporting organisation for the purpose of verification of the accuracy of the above declaration. \*

I Agree

Cancel