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Job Details

IT Support Officer Level 1

Job Details

About Our Company

Established in 1983, CEA is a private Australian based company specialising in the design, development, manufacture and through life support of radar, missile illumination and communications technologies. We work in partnership with Defence industry and Government to provide cost effective solutions and in service support capabilities. CEA has existing facilities distributed across Australia, with growth occurring both domestically and overseas.

The Position

We are looking for a capable and enthusiastic entry level IT Support Officer to provide frontline helpdesk support to CEA staff and management, including timely response to support calls, resolving issues where able, and escalating where required. You will also conduct routine hardware and software support tasks as required.

Key Responsibilities

- Provide first tier helpdesk support to all staff.
- Log all support requests, resolve issues where possible, and escalate when required.

- Maintain the HelpMaster call logging system, to ensure all incidents are recorded and updated.
- Troubleshoot basic software and/or hardware issues.
- Install and support software.
- Provide basic informal user training where required.
- Administer and maintain an Assets Database.
- Keep abreast of emerging IT technologies and innovations, and provide advice where applicable.
- Provide general support to the IT Division as required.
- Assist in the rollout of desktop systems and software.
- Administer VOIP PABX Phone System.

The Person

Our ideal candidate will have hands-on experience using and troubleshooting computers, as well as a genuine interest in Information Technology. You will have completed or be nearing completion of a relevant industry certification.

To be considered for this position, you will also need to have:

- Basic knowledge of all aspects of computer usage.
- Ability to perform basic troubleshooting of Windows 10 based computers.
- Excellent interpersonal skills and the ability to communicate effectively with a diverse skilled audience.
- General knowledge of commonly used business applications.
- Basic knowledge of TCP/IP networking.
- Strong oral and written communications skills.
- Ability to present a professional outlook at all times.
- AGSVA clearance: Baseline, or ability to gain.

CEA's benefits include:

- Free Car Parking
- Defence Health premium discounts
- Employee Assistance & well-being programs
- Salary packaging
- Paid Parental Leave
- Rewards and Recognition
- Group Life Insurance
- Study Assistance and Training
- Career Advancement opportunities

Eligibility

To be eligible for this position, you must be:

- An Australian Citizen;
- Eligible to obtain and maintain an AGSVA clearance - NV1
- The successful candidate **MUST** be able to obtain clearance prior to commencement

How to apply

Click on the **'Apply Now'** button below. Please include a current copy of your resume/curriculum vitae and complete the screening questions. Applications without these elements will not be considered.

CEA encourages the submissions of early applications as we may review, short-list and/or conduct interviews for this role prior to the closing date.

For any questions, contact us at recruitment@cea.com.au

Diversity, Equality and Inclusion at CEA

CEA is committed to fostering a diverse, equitable and inclusive environment. As an Equal Opportunity Employer, we strive to create a culture where all employees are respected and empowered to contribute positively to our organisation, regardless of their cultural background, age, gender identity, neurodiversity, disability, family and carer commitments, religion or sexuality. We welcome applications from veterans, those returning from a career break, people with disabilities and those who identify as Aboriginal and Torres Strait Islander.

Should you require any adjustments throughout the recruitment process, please let us know. You can also email recruitment@cea.com.au for a confidential discussion.

Unsolicited resumes from recruitment agencies will not be accepted.

Location Canberra

Category Information Technology

Work Type Full-time

Applications Close On 31/12/2023 at 12:00 AM

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