As an IT Digital Career Starter, you will be responsible for providing technical support to the organisation and ensuring support requests are responded to in a timely manner. You will be part of the team providing technical support by responding to phone calls, e-mails, or walk-up requests. You will be first point of contact for all technology support enquiries and issues requiring assistance.

provide and prepare a variety of well-balanced nutritional meals.

Order and rotate the stock

Control the budget

Maintain a hygienic workplace and adhere to food safety rules

Interact with parents and kids with their feedback and make adjust with my work.

Ensure support requests from customers and staff in a timely manner.

Support team by responding to phone calls or walk-up requests.

As an IT Digital Career Starter, you will assist with: 

* Troubleshooting and diagnose technical issues on a range of systems.
* Supporting the use of hardware and help manage hardware inventory including desktops, laptops, and mobile phones
* Creating Knowledge Base Articles (KBAs)
* Completing day-to-day administration tasks/data entry and priorities set out by team

**Our ideal candidate**

* Has a passion to provide excellent customer service
* Demonstrated aptitude in information technology and is enthusiastic about continuous professional development
* Is able to work cooperatively in a small team environment to build and maintain productive working relationships with team members and other stakeholders
* Exhibits well developed written and verbal communication skills

**Eligibility**

* If this role is being advertised as ongoing and non-ongoing, it may be offered as ongoing or non-ongoing subject to operational requirements and/or candidate preference. Where a non-ongoing position is offered, the role will be filled for a specified term of up to 18 months. A specified term may be extended up to a maximum period of 3 years.
* Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the APS, unless the agency head has agreed otherwise, in writing. For further information, contact the Recruitment Team.
* The Australian community expects ACIC employees to maintain the highest levels of security and integrity. Successful applicants will be required to obtain and maintain, or continue to hold, the required security clearance for this role. All ACIC employees are required to hold a minimum Negative Vetting 1 security clearance, unless otherwise specified.
* All candidates must satisfy an Organisational Suitability Assessment (OSA) prior to being offered employment at the ACIC. This requires the applicant to undergo character and background screening, and participate in a psychological assessment. Please refer to our Character Standards for further information.
* To be eligible to work at the ACIC, you must be fully vaccinated against COVID-19. Being fully vaccinated ensures the health and safety of all employees, and the Australian community. Satisfactory proof of vaccination status will be required before you are able to commence employment with the ACIC.

Your 1000 word pitch is an opportunity to tell us why you are the right candidate for the role, why you want to work for us, and what you would contribute to the agency. Ensure your response addresses the job specific requirements outlined in the ‘About the role’ and ‘Our ideal candidate’ section, as well as the ‘ACIC Capability Framework’.

Thank you for considering me for this role and the opportunity to explain why I believe I am the right candidate to join your agency, why I'm enthusiastic about working with your organization, and how I can contribute to its success.

Firstly, I have a strong background in both culinary arts and information technology, which might seem like an unusual combination, but it has equipped me with a unique set of skills and perspectives. I have spent years honing my abilities as a chef, where I've learned the importance of attention to detail, time management, problem-solving, and creativity. These skills have not only allowed me to excel in the kitchen but have also prepared me for challenges in diverse environments.

My passion for technology has led me to pursue a career in IT, and I'm excited about the opportunity to bring my skills and experiences to your agency. Here's why I believe I'm a great fit for your team:

Diverse Skill Set: My culinary background has instilled in me a strong work ethic, meticulousness, and adaptability, all of which are essential in IT. I can approach problems with creativity and a unique perspective, often leading to innovative solutions.

Effective Communication: As a chef, I've had to communicate clearly with my team and customers. This skill is transferable to IT, where clear communication is critical when discussing complex technical matters with colleagues, clients, or end-users.

Team Player: I understand the importance of collaboration and teamwork, having worked closely with diverse teams in fast-paced kitchens. I'm confident in my ability to work effectively with others in the IT world to achieve common goals.

Problem-Solving Expertise: Whether it's in the kitchen or in IT, I thrive in solving challenges. My ability to remain calm under pressure and think critically in high-stress situations will undoubtedly benefit your agency when facing complex technical issues.

Customer-Centric Approach: I've always believed in providing excellent customer service, and I'm committed to ensuring that the agency's clients have the best possible experience.

Adaptability: The ever-evolving nature of both culinary arts and technology has taught me to embrace change and stay current with trends and innovations. I'm eager to continuously learn and grow in the IT field.

Regarding your agency, I'm genuinely excited about the work you do and the values you uphold. Your commitment to innovation, excellence, and client satisfaction aligns perfectly with my own values and career aspirations. I see this as an opportunity to contribute my unique skill set to further enhance your agency's capabilities and deliver exceptional results to clients.

In conclusion, I'm confident that my background, skills, and passion make me a strong candidate for this role at your agency. I am enthusiastic about the possibility of joining your team and contributing to the continued success and growth of your organization. Thank you for considering my application, and I look forward to the opportunity to discuss how I can make a meaningful impact at your agency in more detail.