**[IT Engineer Jnr](https://www.seek.com.au/job/77248657?ref=search-standalone&type=standout&origin=jobTitle" \l "sol=a82bf4498a9aec6561324e8d636dd23f0ca1669d" \t "_blank)**

**About the Company:**

Our client is an Australian organization renowned for its clean energy and delivering a wide range of products and services to customers. A progressive leader in their industry, they continue to set benchmarks for excellence and innovation.

**About the Role:**

The IT Engineer will need to be an 'All Rounder' as the organisation is in its early stages, so all a 'can do' attitude in a fast-paced environment is required.

**Responsibilities:**

* Maintaining services and technology to key stakeholders and business units
* Prioritise and address urgent requests and work with key service providers to ensure user experience is positive for growing and disperse workforce
* ServiceDesk Leadership qualities to follow-up and assist peers with onboarding users and troubleshooting technical issues
* Assist to evolve Processes with new technology and operation manuals and 'HowTo' Guides
* Work with various business units and their Document Controllers to ensure that the right people are getting access to the right data
* Manage queue of tickets and triage incoming requests and expedite to appropriate resolver groups

**Skills and Experience:**

* Experience within a ServiceDesk environment to assist with the testing and transitioning of new services and technology into operations
* IT industry related Qualifications
* Microsoft skills and experience are highly preferred
* Cybersecurity industry and technology vendor experience is beneficial
* Previous experience in Helpdesk is required
* Working knowledge of ServiceDesk processes
* Knowledge of and experience with working across multiple technology domains
* Strong presentation and communication skills
* Ability to work across both greenfield and brownfield initiatives

# Interview Script

**Interview Question 1: Experience in ServiceDesk Environment**

**Interviewer:** "Can you describe your experience working in a ServiceDesk environment, particularly how you've handled testing and transitioning new services into operations?"

**Less Effective Response**

**Interviewee:** "I've worked in a ServiceDesk before. We usually just helped with problems as they came up. I haven't done much with testing new services specifically."

**More Effective Response**

**Interviewee:** "In my previous role at an IT service company, I worked extensively in the ServiceDesk environment. One of my key responsibilities was to assist in the testing and transitioning of new services into operational use. For instance, we recently rolled out a new email filtering service to enhance security. I was involved in the pilot phase, testing the service in a controlled environment to ensure compatibility with existing systems. Once validated, I helped develop documentation and training materials for the ServiceDesk team, ensuring a smooth transition. This proactive approach minimized disruptions and ensured our team was well-prepared to support the new service."

**Interview Question 2: Prioritizing and Addressing Urgent Requests**

**Interviewer:** "Can you provide an example of a time when you had to prioritize and address an urgent IT request? How did you manage it?"

**Less Effective Response**

**Interviewee:** "Urgent requests come up all the time. I just try to get to them as quickly as possible, usually in the order they arrive."

**More Effective Response**

**Interviewee:** "In my last position, I frequently dealt with urgent IT requests. One particular instance involved a critical system outage affecting the finance department during month-end reporting. Recognizing the urgency, I immediately prioritized this issue, informing the affected users of the situation and the estimated time for resolution. I coordinated with the relevant technical team to diagnose and resolve the problem, which turned out to be a network issue. To prevent future occurrences, I documented the incident and recommended improvements to our network monitoring tools. This experience underscored the importance of swift action and clear communication in managing urgent requests."

**Interview Question 3: ServiceDesk Leadership and Onboarding Users**

**Interviewer:** "How have you demonstrated leadership qualities in a ServiceDesk role, particularly in onboarding new users and troubleshooting technical issues?"

**Less Effective Response**

**Interviewee:** "I've helped new users get set up before. If they had issues, I'd just go over to their desk and fix it."

**More Effective Response**

**Interviewee:** "In a previous role, I took on a leadership position within the ServiceDesk team, particularly focusing on onboarding new users. I developed a standardized onboarding process, including a checklist for setting up new accounts, configuring devices, and providing initial training on key systems. I also created 'HowTo' guides and FAQs to help new employees navigate common issues independently. When troubleshooting technical issues, I made it a point to not only resolve the problem but also explain the solution to the user, empowering them to handle similar issues in the future. This approach not only streamlined our onboarding process but also enhanced overall user satisfaction."

**Interview Question 4: Evolving Processes and Creating Documentation**

**Interviewer:** "Can you give an example of how you've helped evolve processes or created documentation to improve efficiency?"

**Less Effective Response**

**Interviewee:** "I've written some documents before, like user manuals. We update them when things change."

**More Effective Response**

**Interviewee:** "In my last role, I noticed that our process for handling common IT requests was inefficient, leading to delays and frustration among users. I took the initiative to review and streamline these processes, identifying areas where automation could be applied. For instance, I developed scripts to automate routine tasks like password resets, which significantly reduced the workload on our ServiceDesk team. Additionally, I created comprehensive operation manuals and 'HowTo' guides that were easily accessible to both IT staff and end-users. This not only improved efficiency but also enhanced our team's ability to support a growing and geographically dispersed workforce."

**Interview Question 5: Working Across Multiple Technology Domains**

**Interviewer:** "Can you discuss your experience working across multiple technology domains and how you've managed this diversity in your previous roles?"

**Less Effective Response**

**Interviewee:** "I've worked with different technologies like Windows and Mac. It's sometimes challenging, but I just try to keep up with everything."

**More Effective Response**

**Interviewee:** "Throughout my career, I've had the opportunity to work across multiple technology domains, including network management, server administration, and user support. For example, in my previous role, I was responsible for maintaining both Windows and Linux servers, as well as supporting a diverse range of software applications. This required me to stay updated with the latest developments in each domain and understand their unique challenges. I managed this diversity by leveraging resources like technical documentation, vendor training, and professional networks. My ability to adapt and learn quickly has enabled me to effectively support our organization’s IT infrastructure and address a wide range of technical issues."

**Interview Question 6: Managing Access and Data Security**

**Interviewer:** "How have you worked with business units to manage access to data and ensure security?"

**Less Effective Response**

**Interviewee:** "I've set up user accounts and permissions before. I usually follow the basic rules for access control."

**More Effective Response**

**Interviewee:** "In my previous role, I collaborated closely with various business units to manage access to sensitive data. This involved implementing role-based access control (RBAC) to ensure that only authorized personnel had access to specific data sets. I worked with Document Controllers to audit and review access levels regularly, ensuring compliance with security policies. Additionally, I provided training sessions to educate staff on data security best practices, emphasizing the importance of protecting sensitive information. This comprehensive approach helped enhance data security while ensuring that the right people had access to the information they needed."

**Interview Question 7: Handling a Dispersed Workforce**

**Interviewer:** "How do you ensure a positive user experience for a growing and geographically dispersed workforce?"

**Less Effective Response**

**Interviewee:** "It's challenging to manage a dispersed workforce. We usually handle issues remotely or wait until they come to the office."

**More Effective Response**

**Interviewee:** "Ensuring a positive user experience for a dispersed workforce requires a combination of proactive support and robust remote management tools. In my last position, I implemented a remote monitoring and management (RMM) solution that allowed us to remotely troubleshoot and resolve issues. We also set up a VPN to ensure secure access to company resources from anywhere. To further support the team, I established a regular schedule for virtual check-ins and training sessions, addressing common issues and providing updates on new tools and practices. This proactive approach ensured that our dispersed workforce felt supported and had the necessary resources to perform their duties efficiently."

**Interview Question 8: Working with Microsoft Technologies**

**Interviewer:** "Can you describe your experience with Microsoft technologies and how you've utilized them in your work?"

**Less Effective Response**

**Interviewee:** "I've used Microsoft Office and Windows a lot. They're pretty standard, so I know my way around them."

**More Effective Response**

**Interviewee:** "I have extensive experience with Microsoft technologies, particularly in managing and supporting enterprise environments. For instance, I've administered Microsoft Azure for deploying virtual machines and managing cloud services. Additionally, I've utilized Microsoft Office 365 for collaboration, setting up and managing email accounts, and leveraging tools like Teams for communication. I also have experience with Active Directory, where I managed user accounts, group policies, and permissions. My familiarity with these technologies has been crucial in streamlining operations and enhancing productivity within the organizations I've worked with."

**Interview Question 9: Cybersecurity Awareness and Practices**

**Interviewer:** "How have you contributed to cybersecurity awareness and practices within your organization?"

**Less Effective Response**

**Interviewee:** "I remind people to use strong passwords and be careful with emails. I think it's important, but I haven't done a lot beyond that."

**More Effective Response**

**Interviewee:** "In my previous role, I actively contributed to cybersecurity awareness by leading initiatives to educate employees on best practices. This included organizing regular training sessions on topics such as phishing awareness, password management, and secure browsing habits. I also developed and distributed a cybersecurity newsletter that highlighted recent threats and provided practical tips for staying secure. Additionally, I collaborated with our cybersecurity team to implement multi-factor authentication (MFA) across the organization, significantly enhancing our security posture. By fostering a culture of cybersecurity awareness, we reduced the risk of security incidents and improved overall compliance."

**Interview Question 10: Handling Greenfield and Brownfield Projects**

**Interviewer:** "Can you provide an example of how you've handled both greenfield and brownfield IT initiatives?"

**Less Effective Response**

**Interviewee:** "I've worked on new projects and also maintained old systems. It's pretty common to do both in IT."

**More Effective Response**

**Interviewee:** "I've had the opportunity to work on both greenfield and brownfield IT initiatives. In a greenfield project, I led the deployment of a new cloud-based CRM system, starting from scratch. This involved requirements gathering, vendor selection, system integration, and user training. For brownfield initiatives, I worked on upgrading our legacy ERP system. This required careful planning to ensure compatibility with existing systems, minimal disruption to business operations, and data migration. I coordinated with various departments to test and validate the new system features. My experience with both types of projects has taught me to adapt to different challenges and requirements, ensuring successful implementation and integration."