



IT Operations Team Leader

Advertiser:  
Inservio Pty Ltd

14 Oct 2020

Sydney, North Shore & Northern Beaches

Contract/Temp

Information & Communication Technology, Management

## Company overview

We are a dynamic, growing and innovative pharmaceutical company that is a leading provider of specialised pharmaceutical services in Australia. We provide medical services to promote best possible health outcomes for patients. Our business is fast paced, innovative and a leader in its field.

### About the role:

Reporting to the IT Services Manager, this is a full time, 4-6 month fixed term contract with an option to extend. You will be working in a small team, supervising the IT operations and supporting new system deployment processes.

### Responsibilities include:

- Provide leadership and support to the IT operations team
- Provide on-site and remote technical support to the Inservio Group
- Collaborate and support the IT Service Manager and PMO to develop and implement new systems and system changes
- Create and manage operational documents
- Monitor systems health (infrastructure, network, servers, services)
- Assist in the monitoring of online fridge software and responding to fridge alerts
- Asset management, including procurement and stock management

### Experience and skills required:

- Supervisory or management experience
- ITIL Certification is highly desirable
- Advanced knowledge of O365 services
- Database knowledge
- Cloud systems proficiency (AWS, AZURE, Google etc)
- Experience in using customised inventory management software is desirable

- Thorough, demonstrable knowledge of IT hardware terminologies and implementations
- AWS administrator experience is highly desirable
- Excellent communication skills
- Professional, helpful, patient and friendly manner

If you want to work for a customer focused company that values professionalism and a 'can do' attitude then please apply via the link with a cover letter and a copy of your resume. Any questions can be directed to [sarah.basten@inservio.com.au](mailto:sarah.basten@inservio.com.au).

The application form will include these questions:

- Which of the following statements best describes your right to work in Australia?
- How many years of people management experience do you have?
- What's the highest level of ITIL qualification you have completed?
- What's your expected annual base salary?

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