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Technical Support Officer

Harvest Road Group ★ 3.3 • 17 reviews

Bunbury & South West

Information & Communication Technology • Help Desk & IT Support

Full time

Posted 2d ago

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About us:

Harvest Road Group is an agri-food business with a growing portfolio of fine food brands for domestic and international markets, exporting to over 40 countries. We are a family-owned business committed to improving animal welfare and striving towards industry leadership throughout a vertically integrated beef business and our aquaculture operations. Our vision is to expand to become a diversified, global food business, expanding operations across multiple categories.

Harvey Beef:

Harvey Beef is the state's largest processor of high-quality beef for local and international markets, underpinned by an absolute commitment to workplace safety, growth, investment, customer service, quality and animal welfare. Harvey Beef operates as part of the Harvest

Road businesses and is owned by Tattarang, which is Australia's largest and fastest-growing private investment group, founded by Andrew and Nicola Forrest.

The Opportunity:

Would you like to join a dynamic and growing business? Are you ready for your next challenge?

We have an exciting full-time permanent opportunity for a **Technical Support Officer** with 2+ years of relevant experience to join our **Information Technology** team based in our **Harvey** office.

Reporting to the Technical Support Team Leader, you will provide broad-ranging support to users across all Harvest Road companies, utilising a range of tools (including the production environment and software) to troubleshoot and resolve issues of moderate complexity across the organisations' ICT environment. Occasional travel to our Perth office and other locations across WA will be required.

Our ideal candidate will have:

- Minimum 2 years of experience in a similar role.
- Suitable qualifications i.e., Diploma in IT and/or relevant certifications e.g., CompTIA, Cisco, VMWare, and Microsoft.
- Possession of a current Class C Driver's License.
- Knowledge of Microsoft Windows Server and Desktop operating systems.
- Ability to train users in effective use of computers.
- Ability to work under limited supervision.
- Ability to identify ways to improve systems or processes which are used by the team.
- Ability to be flexible and adaptable and respond quickly when situations change.
- Responsibility for delivering high quality service to users..

What is in it for you:

Based in one of the fastest growing shires in Western Australia, 140kms south of Perth, Harvey offers a relaxed lifestyle in the heart of farmlands and close to beaches:

- Attractive salary and remuneration packages
- Opportunities for training and career growth
- Free onsite parking
- Convenient canteen facilities and close to town
- Access to Employee Assistance Program
- Staff Discounts

Our organisation is dynamic and offers a challenging, interesting, and rewarding career path providing staff with opportunities for professional development, training and career advancement.

*Due to advice from the Chief Health Officer, Harvey Beef is included in Group 1 industries determined as high-risk environments, because they are required to interact with people with an increased risk of being infected with COVID-19 or people vulnerable to COVID-19; or are necessary to avoid catastrophic risk to the safety of the community and are therefore required to be fully vaccinated against COVID-19. Please be aware that **ONLY** candidates vaccinated or willing to be vaccinated within the required time-frame or having a valid exemption will be considered.*

Please follow the 'Apply' button to submit your application to join one of Western Australia's largest agri-food businesses.

Check out <https://www.harvestroad.com/> to learn more about our values and other career opportunities.

Harvest Road embraces Equal Opportunity and promotes diversity. We actively encourage Aboriginal & Torres Strait Islanders, people of all backgrounds, ages, sexual orientation, and those with Disability to apply.

Employer questions

Your application will include the following questions:

Do you have technical support experience?

Which of the following statements best describes your right to work in Australia?

Which of the following statements best describes your Covid-19 vaccination status?

Do you have a current Australian driver's licence?

What's your expected annual base salary?

How much notice are you required to give your current employer?

Be careful

Don't provide your bank or credit card details when applying for jobs.

Learn how to protect yourself [here](#).

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Technical Support Officer roles in WA were typically advertised

between **\$55k** and **\$70k** over the last 2 years

\$45k **\$50k** **\$55k** **\$60k** **\$65k** **\$70k** **\$75k** **\$80k** **\$85k** **\$90k**

Full time annual package based on job ad data

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 Salary insights are generated from SEEK data and are not specific to this job ad.

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