Information system support

Queensland Government IT Graduate Program

Information system support specialists provide technical advice and support to help people effectively use computer software, hardware and systems. They act as trouble-shooters to resolve technical problems. The role encompasses supporting desktop hardware, network administration, software applications and upgrades, databases and other end-user and desktop products.

## This means you will have the opportunity to:

* identify the hardware and software needed to provide solutions to problems
* assist in the customisation of existing programs to meet agency requirements
* provide telephone, face-to-face and online support to customers
* install and download appropriate software
* connect users to networks and assist in information system security functions
* provide information relating to agency hardware and software purchasing decisions
* ensure customers can use the equipment by providing personal tuition and self-help instructions.

## The ideal candidate will:

* have a strong client focus and genuine desire to assist
* be persistent, patient and tolerant with good communication and analytical skills
* have a methodical and disciplined approach to problem solving.

## Examples of technical skills and qualifications

**Knowledge of:**

* all leading desktop software (e.g. MS Office) and operating systems (Windows)
* local area networks (LAN) and wide area networks (WAN)
* hardware operation and servers
* the internet and internet applications.

**Qualifications:**

* your degree may be in information technology or information systems.