Network support

Queensland Government IT Graduate Program

Network support teams design and manage the infrastructure required by Queensland Government for network connectivity. They provide specialist technical expertise in the installation, management and support of network equipment such as routers and switches, as well as the underlying infrastructure such as data lines and cabling.

This role helps ensure agency networks are managed to agreed levels of service, data integrity and reliability by monitoring network performance and traffic.

## This means you will have the opportunity to:

* provide day-to-day network administration including resolving problems and monitoring availability
* undertake proactive network capacity management including planning and performance monitoring
* provide network device back up and recovery
* assist in technical projects including hardware and software installations, network configuration, maintenance and upgrades
* use network management software and tools to collect performance statistics.

## The ideal candidate will have:

* strong problem-solving skills, with the ability to analyse requirements and offer solutions
* good interpersonal and written communication skills.

## Examples of technical skills and qualifications

**Technical skills:**

* local area networks (LAN) and wide area networks (WAN)
* network protocols (e.g. TCP/IP, MPLS)
* network hardware operation (e.g. Cisco and 3Com routers and switches).

**Qualifications:**

* your degree may be in information technology, computer science and/or data communications.