Server support

Queensland Government IT Graduate Program

## Server support teams design and support server systems and install and maintain system software. The role includes resolution of faults, security and the allocation of server resources to ensure optimum system performance. They ensure agency servers and networks are managed to provide agreed levels of service and data integrity, and they monitor network performance and traffic.

## This means you will have the opportunity to:

* assist in the planning and management of projects including hardware and software installations, network configuration, maintenance and upgrades
* review departmental hardware and make recommendations for improvement
* provide advice and tailor system software to maximise hardware functionality
* perform technical database administration services
* resolve ICT-related problems using available diagnostic tools
* perform simple intranet installation.

## The ideal candidate will have:

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

## Examples of technical skills and qualifications

**Knowledge of:**

* operating systems (e.g. Unix, Microsoft Windows, z/OS)
* local area networks (LAN) and wide area networks (WAN) and network protocols (e.g. TCP/IP)
* server software (e.g. MS Exchange) and desktop software (e.g. MS Office, virus scanners etc)
* hardware operation
* internet and intranet applications.

**Qualifications:**

* your degree may be in information technology, computer science or telecommunications.