

IT Support / Service Desk Engineer

Are you working in Hobart and tired of the commute and parking? Do you love working with the latest technology? Do you get a buzz when you see the smile on a client's face when you help them solve a technology problem? If so - then read on...

The Company: Motivate IT is a boutique IT support business operating out of Blackmans Bay, Tasmania. We provide ongoing IT support to our clients which includes Tasmanian based Not For Profit Organisations and businesses in the greater Hobart area. We love providing world class customer service and get a kick out of implementing the latest technologies.

If you set the bar high and love working with great tech from companies such as Datto, Ubiquiti, Watchguard, Hewlett Packard, Microsoft 365 and other Cloud Technologies - then come and join our team!

The Position: We're looking for a IT Support \ Service Desk Engineer. This role will be initially on a part time basis of up to 30 hours per week. Specific basis of employment will be negotiated with the successful candidate. The pay range will depend upon the qualifications and experience of the applicant.

The things you'll love

- Fun working environment and culture
- Working with contemporary technology solutions
- All the equipment you need to get your job done. Laptop and Phone etc
- A car allowance to help you get around
- Continuous vendor training and personal development

Responsibilities:

The Basics

- IT Support relating to technical issues involving Microsoft's core cloud business applications and operating systems.
- Support of various disaster recovery solutions.
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Basic remote access solution implementation and support such as VPN and RDP
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets.
- System documentation maintenance and review.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.

Additional Duties

- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.

- Help ensure requests are routed to the proper resource in order to be resolved quickly and efficiently.
- Escalate service requests that require engineer level support.
- Responsible for entering time and expenses as they occur.

Knowledge, Skills, and/or Abilities Required

- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organisation's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.

Educational/Experience Recommendations

- Previous experience working in an IT Support environment.
- Tertiary qualifications in IT. (Diploma or Degree)
- Relevant Vendor certification an advantage.
- Past experience using Connectwise beneficial.
- Current Tasmanian Drivers License required along with reliable motor vehicle.
- Current Working with Vulnerable People registration or eligibility to obtain are required.

Why Should You Apply?

- Variety – Our work takes us to lots of different and interesting places. If you love variety then this job is for you! Some days you will be in the office and others out on site... maybe a Winery one day, and a Construction site the next.
- Location – Not working in the city is a dream for most people. Enjoy the great lifestyle and be close to family and home!
- Great culture – Work for a company that provides flexibility and a great working environment.
- Great Tech - We only use awesome proven leading brand technology. You will get to run up the latest and greatest equipment to keep you up to date.

How to apply?

Please send a cover letter and resume to careers@motivateit.com.au introducing yourself and summarise your last 2-3 jobs. Also include a story about the first ever computer you owned.

Any enquiries about the position can be directed to Motivate IT on 03 6110 9970, 8:30am to 5:00pm weekdays.

Only local candidates need apply.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.