



Dulkeith Computer Solutions Pty Ltd
(ACN 085 299 556)
Position Description

Technical Support – Helpdesk – Level 2

The Organisation

Dulkeith Computer Solutions Pty Ltd is a small but expanding organisation based in Stawell, Victoria that provides computer support and solutions to a large number of organisations. This support covers a wide range of services including:-

- System Administration
- Technical Support
- Strategic Planning for Information Technology
- Project Management for Information Technology Solutions
- Telecommunications and Internet Support
- Specialised Application Support and Development

Existing clients cover a broad geographic area including:-

- Stawell, Ararat, Warracknabeal, Horsham, Nhill, St Arnaud, Beaufort, Boort and Melbourne.
- Travel is involved in the Wimmera Region from Ballarat to the Victorian-SA border

Businesses covered include:-

- Health, Medical Centres, Manufacturing, Small Business and Private.

Dulkeith Computer Solutions is eager to offer an opportunity that will allow for the development of a proactive member of the organisation. The position will offer the successful applicant with many challenges and opportunities for furthering their skills in a broad cross section of the Information Technology industry.

This position will be based in Stawell, traveling to and working at various customers sites as required.

Working from home to provide support to our customers will be at the discretion of management.

Duties & Responsibilities:

1. To assist in the management, implementation and support of computer networks and application systems for a number of customers. This will involve the following:-
 - a. Identification of faults.
 - b. Determining the correct solution to faults
 - c. Provide Level 2 Help Desk Support.
 - d. Upgrade Software as required
 - e. Implement Preventative Maintenance Processes and Tasks and after consultation implementing the solutions.
 - f. Monitoring and documenting the solutions.
 - g. Implement and review Cybersecurity Controls.
 - h. Use System Monitoring Tools – check status at each site regularly.
 - i. Check and resolve issues associated with backups at each site.
 - j. Assisting with the design, management, implementation and support stable IT Solutions for organisations.
2. To assist in the preparation of recommendations for the improvement of computer systems taking into consideration the budgets that are able to be utilised for the required solutions.
3. Configuring & setup of new PC's and Laptops ready for delivery.
4. Repair to PC's as required.

5. Implement required security needs into computer systems and networks.
6. Document the required aspects of systems & software to allow for ongoing support and maintenance of systems & software.
7. Project Management of new installations, upgrades and roll-outs and technologies for designated customers
8. Attendance of Client meetings and manage relationships with customers and provide advice and direction for future developments and projects.
9. Prepare and update task list on a weekly basis.
10. Deliver basic training of applications as required
11. Other duties as required.

Knowledge :

Must have a thorough understanding of the principles of networks, databases, reporting tools, hardware and operating software and how they can be made to work together to provide workable IT solutions. Project Management of the implementation of software solutions is required.

Skills:

1. The appointed officer is to be analytical in their approach to issues, and offering solutions to clients.
2. Must be able to work as a team in solving problems and planning future directions. Must be equally able to work as an individual and get results.
3. Have a good personality and ability to communicate with others including those that do not fully understand computer terminology.
4. Ability to set work priorities and good time management skills.
5. Good work ethic.
6. Good record keeping
7. Understanding of operating software including Windows 8/10/2012/2016/2019.
8. Become familiar with the basic operations of Quickbooks
9. Understand the principles of Cybersecurity
10. Be able to demonstrate technical skills in Server Management and Networking
11. A self starter and be able to identify tasks that are required.
12. Ability to establish and maintain a good rapport with staff, clients and suppliers.

Mandatory Requirements:

1. Minimum of Certificate IV in Information Technology.
2. Travelling is an essential part of the job. It is required that the applicants have a valid driver's license, company vehicles if provided for use are manual, so manual license is recommended.
3. The desire and ability to work as part of a team and as an individual is required.
4. Good Communication Skills.
5. Certain customers require various immunisations to be able to go to go onsite at their locations – these will be required and to be kept current.
6. Passing a police check/crime report and Working With Childrens Check
7. Willingness to learn, discuss issues and develop skills.

Training Requirements:

1. Undertake Microsoft Certified Training as required – Self Paced
2. Undertake Cisco Call Manager and Fortinet Courses – GRHA Minimum Requirement

Reporting to:

Managing Director

I, _____ understand the conditions of employment set out above and accept those terms and conditions

Employee's Signature

Date: _____

Signature of Employer (or representative of the Employer)

Date: _____