



Email: careers@ozcomtechnologygroup.com.au

TECHNICAL SUPPORT SPECIALIST

Position Details

Ozcom Technology Group is seeking several Technical Support Specialists on contracts (part-time or full time positions available) to deliver ICT support services to various Government schools throughout Victoria. (metro and regional)

As a Technical Support Specialist, you will be required to assist schools onsite to manage and support their Information and Communication Technology (ICT) environment.

Key Roles:

- Assisting with the delivery technical support to schools as per Regional Service Delivery Manager (SDM) direction.
- Supporting Department technologies in schools by completing tasks such as device asset accounting, reimaging and deployment, basic troubleshooting and user support.
- Work under guidance of school leadership to provide the day-to-day management of tasks and school-based ICT initiatives.
- Applying Department defined best practice and ICT standards in schools.
- Supporting (with guidance) the deployment and support of Department ICT projects and government initiatives.
- Provide service and management of Windows and Apple devices.
- Provide technical advice to users as required.

Personal Attributes:

- Motivated, self-starter; able to work autonomously, or as part of a team as the work dictates.
- Resourceful - able to find and research information in order to derive appropriate solutions to problems.
- Be able to work effectively with little direct supervision.
- Methodical and effective approaches to problem solving.
- A good communicator, able to document technical procedures, and follow documentation of others.
- Ability to troubleshoot and fault find through systematic processes of observation and elimination.
- Capable of working within established guidelines.
- Handle a range of concurrent jobs and changing priorities.

Essential Skills:

- A working knowledge of onsite and remote IT support practice.
- Ability to work as part of a technical support team and follow the documentation of others.
- Windows Server Technologies
- Network Administration
- An awareness of Workplace Hygiene practices.

Remuneration

A complete hourly rate will be negotiated with the successful applicants.

To Apply

1. Applicants must hold/obtain a valid Working with Children Check (WWCC)
2. Fill out form and interested position at www.ozcomtechnologygroup.com.au/educareers
(Submission close at various times, please submit your interest ASAP for processing).
3. If shortlisted - Ozcom Management Dept. will send an online Vic EDU Government Skill Matrix Application to your registered email address which must be completed.