About the role
One of Gympie's leading independent schools is currently looking for a Permanent Part-Time (20 hours) technology support officer to join the current ICT team in supporting the College's teaching and student devices. You will have experience in the technology field, with a core focus on supporting end users, Windows, Mac and iPad devices. You will be reporting to the ICT Services Co-ordinator. There may be an opportunity for the role to be full time, with the balance utilised in the College Administration and Business Services offices for suitably qualified candidates.

Applications close: 21st January 2019

Skills and experience
Your duties are included, but not limited to:

- Liaising with students, teachers, support staff and the college management.
- In-depth experience with installing, configuring and maintaining Windows Desktop Operating Systems in a business/enterprise environment.
- Supporting user accounts, via way of password resets and new user creation.
- Understanding of how LAN and Wireless networks operate.
- Understanding of network and user security
- Linux and other Unix operating environments.
- Microsoft's core business applications, SCCM, Office 365 and ADFS as well as virtual environments built on Microsoft and VMware.
- Maintain comprehensive system documentation, standard operating procedures and helpdesk wiki.
- Strong customer service and interpersonal skills.
- Deployment and maintenance of all infrastructure to agreed standards and timeframes.
- Provision of quality service and support of all IT systems.
- Release changes to the environment in a controlled and practical manner which reduces risk and complexity.
- Application of best practice and process in all situations to resolve issues while not compromising the integrity of the environment.

Required skills and qualifications:
- Minimum 2+ years' experience or equivalent qualifications in ICT
- Demonstrated experience in IT infrastructure roles including Network Communications, Printers, and desktops.
- Good working knowledge of hardware and software applications.
- Experience in technical support.
- Extensive knowledge in SCCM, USUS and Vmare.
- Experiencing in creating and deploying images to Windows desktops and notebooks.
- Excellent communication skills (both written and verbal), high level of professionalism and maturity and the ability to manage stressful situations.
- High level of accuracy and attention to detail.