

### **Undertake Certificate 3 in Information technology, delivered in the workplace**

We are currently recruiting for a **junior** Trainee to work in our I.T department at our Trafalgar Head office.

You will be enthusiastic towards learning, and passionate about providing quality IT support.

Possess exceptional communication skills, able to communicate confidently with our staff and suppliers across all of our sites.

This position is well suited to a young person with passion and demonstrated aptitude of all aspects of I.T.

You will have experience with Microsoft Office suites and a sense of urgency, knowing when to escalate matters you are unable to solve.

### **As this is a funded traineeship you will need to fit the following criteria:**

- Completed VCE in 2017, 2018, or 2019.
- Have not completed any certificate 3 level or higher qualifications since leaving secondary school and turning 20 years old.

### ***THE ROLE:***

#### **Your duties will be varied, but will include:**

- Attending to telephone queries
- Resolving queries and issues (both face to face, over the phone and remotely) relating to a range of products including Microsoft, networked printers, desktops, laptops.
- Updating staff on the status of their incidents and requests in a timely manner
- Assist to monitor and analyse all tickets reported to the Service Desk
- Monitoring and actioning Service Desk mail box
- Provide a high level of troubleshooting in a timely manner
- Escalating any high-level queries in a timely manner
- Maintain comprehensive records for analysis
- Relocating equipment
- Assist with routine maintenance and network updates
- User account administration
- Maintaining register of IT equipment.
- Provide support to board rooms for conferences and meetings

#### **In your cover letter, it is desirable that you address your experience in any of the following areas:**

1. Any IT study undertaken at school
2. Experience setting up of a network (e.g. home network)
3. Demonstrated experience in building IT equipment
4. Experience in web design

**Please send in a cover letter demonstrating your interest and experience along with your resume.**



***IT'S A W.R.A.P.***

***WORK READINESS ASSISTANCE PROGRAM***

