



**IT SUPPORT TECHNICIAN
JOB & PERSON SPECIFICATION
AUGUST 2008**



JOB SPECIFICATION

POSITION: IT SUPPORT TECHNICIAN
REPORTS TO: NATIONAL IT MANAGER

Company Overview

Solar Shop Australia (SSA) is a wholly owned Australian renewable energy company, and the largest of its type in the Australian marketplace. Solar Shop designs, manufactures and supplies state of the art photovoltaic solutions for both residential and commercial markets. Its goal is to demystify renewable technology by "making solar simple" and accessible for all Australians. With ever increasing awareness of our energy resources, the demand and interest in the products and service offered by SSA has been phenomenal and as a result the company has and continues to experience record growth and sales.

Company Aim

- Providing customers with an opportunity to maximise power production from solar and wind availability;
- Delivering high quality grid connect and remote area powers utilizing solar and wind technologies to residential and commercial marketplaces;
- Providing a high level of satisfaction to customers in delivering a high quality product, installation and servicing capabilities.

Position Overview

To provide hardware and software support with a high degree of customer satisfaction, technical expertise and timeliness to the internal users of computers, telecommunications and related equipment connected to the Solar Shop Australia (SSA) corporate network.



PERSON SPECIFICATION

Key Responsibilities

- Provide direct technical support to internal and remote users;
- Perform hardware and software troubleshooting, testing and issue resolution;
- Provide user management; additions, removes & changes;
- Provide special project support;
- Assist in systems related training of staff.

Key Challenges

- Minimisation of downtime;
- Diagnose and solve software & hardware compatibility issues;
- Prioritisation of workload to ensure efficient service;
- Effective utilisation of current resources to satisfy user requirements;
- Assist in the maintenance & enforcement of a standard operating environment;
- Communicate clearly with clients of varying levels of technical ability to help them solve their problems.

Skills

- **Essential**
 - Excellent communications skills both oral & written with the ability to convey complex technical solutions to the average person. This includes patience, a very strong command of the English language and a personable manner;
 - Demonstrated effective analytical and problem resolution skills;
 - Outstanding customer service skills;
 - Time management skills;
 - Solid skills in supporting the Microsoft range of products with advanced skills in MS Office suite & XP operating system;
 - Advanced PC hardware troubleshooting skills;
 - User & computer management using MS Active-Directory.
- **Desirable**
 - Skills in supporting Windows Servers (2003+);
 - Good understanding of IT best practise & ITIL concepts.



PERSON SPECIFICATION

Experience

▪ Essential

- Minimum 4 years experience in a medium to large enterprise computer support role, supporting both local & remote users;
- Minimum MCP, MCDST certification or similar;
- Solid experience supporting Windows 2000 and XP desktop operating systems in an Active Directory structure;
- Advanced understanding of software configuration and compatibility.

▪ Desirable

- Experience supporting Windows Servers and related technologies such as MS Exchange, IIS;
- Experience using Microsoft Active-Directory, developing & implementing group policy;
- Exposure to MS CRM & MS Dynamics GP;
- Experience operating in an ITIL environment.

Core Competencies

- **Communication** - Demonstrates confidence and maintains professionalism in both verbal and written communication with all levels within and external to the organisation;
- **Customer Service Orientation** - Is committed to meeting customer needs and provides effective and timely support and solutions in a positive manner;
- **Flexibility and Adaptability** - Committed to meeting the needs of the wider organisation, through accepting that organisational change is positive and ongoing. Open to work flexibly within this framework;
- **Team Work** - Enjoys working with people and is committed to behaving in a manner that fosters a positive team environment. Understands the importance of individual contribution to the team and organisational goals;
- **Personal Effectiveness** - Openly demonstrates a sense of dedication to the organisation and works to reflect the positives of the organisational culture and values in all activities (ie professionalism, respect, commitment, innovation, unity, communication).

Role Specific Competencies

- **Attention to Detail** - Consistently focuses on the detail of the task to ensure accuracy and quality in all output;
- **Time Management** - Demonstrates effective time management and organisational abilities;
- **Problem Solving** - Is confident in working in a team to analyse problems and uses available resources to resolve issues in a timely manner;
- **Adherence** - Ability to consistently achieve quality, customer service standards, through approaching tasks in a systematic and time effective manner.



HOW TO APPLY

Applications in Word format only should be forwarded to Darren Edwards CA by e-mail to 10696@hender.com.au

Telephone enquiries are welcome and may be directed to Julie Fleet on (08) 8100 8806.

Please Note

Your application will be automatically acknowledged by a return e-mail.