



**POSITION TITLE:** IT Support Technician

**LAST UPDATED:** February 2019

**LOCATION:** Canberra, ACT

*Ready to join a transformational business working at the forefront of location data intelligence? It's an exciting time to be part of the growing PSMA team, and this is a unique opportunity to grow your career in a fast-paced entrepreneurial environment.*

## **ABOUT THE ROLE**

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The IT Support Technician works within PSMA's Infrastructure Squad to provide onsite desk-side, remote and helpdesk support services to PSMA staff. The Infrastructure Squad provides strategic IT leadership and enterprise solutions to ensure PSMA squads have the IT capability necessary to meet their missions.

Some of your key responsibilities will include:

- Testing new enabling technologies that improve PSMA's overall employee experience.
- Providing technical support across the company (this may be in person or over the phone).
- Responding in a timely manner to service issues and requests.
- Basic troubleshooting, diagnosing and rectifying customer issues.
- Repairing, upgrading and installing various hardware and software.
- Setting up and supporting Windows and Mac OSX, and Android and Apple mobile devices.
- Creating and maintaining customer system documentation.
- Participating in occasional 'out of hours' support.

This is a great opportunity for you to grow and develop your IT support skills in an environment that will provide you both the support to enhance your technical knowledge and abilities, and the flexibility to work with a wide range of technologies in a variety of environments.

## **WHO WE'RE LOOKING FOR: ATTRIBUTES**

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We need a self-motivated, enthusiastic and well-presented professional IT Support Technician with 2-3 years experience, preferably in an IT support role.

From your first day, you'll bring:

- an insatiable professional curiosity and ability to learn new skills
- a positive can-do attitude and integrity in your decision making
- a focus on accuracy, efficiency, confidentiality and timeliness in carrying out all duties
- the ability to manage work with initiative and leadership
- the ability to communicate complex concepts in plain language
- a reliable and flexible approach to workload and deadlines
- a collaborative and respectful approach to your dealings with colleagues, customers and suppliers.

Importantly, we need you to be a role model of PSMA values and enhance our already impressive [team culture](#).

## **WHO WE'RE LOOKING FOR: SKILLS**

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To complete the package, you'll need:

### **Functional Skills**

- Excellent oral and written English language skills.
- Experience supporting Windows and Apple desktop operating systems in an Azure Active Directory environment.
- Excellent interpersonal skills with an ability to work proactively and independently.
- Excellent time management, problem solving, thinking outside of the box, with proven troubleshooting abilities.
- A professional appearance and attitude while providing our staff an excellent customer service experience.
- Meticulous attention to detail and passion for providing an outstanding customer service experience.

The following functional skills would be beneficial:

- Tertiary qualification in Information Technology or similar.
- Experience or qualification in IT support roles, with 2-3 years support experience preferred.
- 2-3 years' experience support Windows based network environments would be an advantage.
- Experience supporting Apple, Android, and Microsoft mobile devices.
- Experience providing support in a business environment including various network equipment and peripherals, Office 365, Microsoft Outlook and Microsoft Exchange.
- Willingness and ability to occasionally work flexible hours.
- Experience with Amazon Web Services, and administering Oracle and/or PostgreSQL databases, would be an advantage.

### **Leadership Skills**

- Ability to work in a dynamic and Agile environment
- Ability to plan, prioritise and organise work within an Agile environment.
- Ability to solve problems through discussion, negotiation, teamwork, and a desire to recommend solutions proactively.
- Ability to step into areas outside of their expertise to solve complex business and technology issues that arise.

### **Interpersonal Skills**

- Demonstrate high-level of written and oral communications skills.
- Ability to work in a culturally diverse environment.
- Commitment to working with members of other squads to improve processes relevant to the successful operation of the company.

## **PSMA: JOIN OUR TEAM OF INNOVATORS**

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Data was once an abstract idea. Today it's woven through our lives, linking the physical and the digital, informing the choices we make in rapidly evolving social and geographical landscapes.

PSMA Australia is a trusted source of accessible location data, and an independent and self-funded company owned by the governments of Australia.

Promoting innovation is our cause. In the data-driven economy, our data powers new technologies, products and processes, improves productivity and stimulates economic growth.

With a history of collaboration and a culture of shared thinking, we push beyond what we know today to approach new challenges with a fresh perspective.

The result? For businesses and governments, the data required to make better decisions. For our people, the chance to build a meaningful career solving real-world problems.

## Are you ready to join us?

### Our Values

- **Passionate about people.** We're passionate about making a difference and putting people first in the decisions we make.
- **Proven knowledge.** We have a continual thirst for knowledge, experts who are always looking to learn.
- **A leader's mindset.** We're agile and nimble, leading the way through our innovative and creative thinking.
- **Respectful collaborators.** We're respectful, optimistic and encouraging, celebrating diverse backgrounds and perspectives.