



## Employment at Stellar Systems – Computer Network Support Technician

Title: Computer Network Support Technician  
Job Type: Full Time  
Applications Close: N/A

Stellar Systems seeks an enthusiastic network support technician to join a team of support personnel providing IT services to small and medium business, requiring the candidate to answer and attend to support requests and delegate to higher level staff when necessary. The majority of the work is routine desktop and server support (phone and remote administration, workshop and onsite). Initiative and the ability to work under pressure with a sense of urgency is vital. Working as part of a team is imperative. Stellar will provide a car and mobile phone for executing on-site work. Candidate must live within a practical commuting distance from Tuart Hill. All applications will be treated confidentially. Remuneration is based on skills and experience. Must have a current drivers license.

### Desirable Selection Criteria:

- A TAFE, Commercial or University qualification in Information Technology
- Advanced training viewed very favourably
- Previous help desk experience
- At least 2 years experience in a similar role

### Technical Skills:

- Providing first level IT support to clients and internal staff
- Coordinate, manage and resolve first level IT Support requests
- Tracking the progress, escalation and resolution of all active help desk calls
- Assigning help requests to appropriate second and third level support staff
- Desktop deployment, integration and support experience including installation of new hardware, software and peripherals in network environments
- General knowledge of networking and internet technologies
- ADSL device deployment and troubleshooting
- Email configuration and troubleshooting
- Knowledge of hardware and software products and technologies
- Experience in Virus & Spyware repair techniques
- Windows servers 2003, XPP, Vista Business, MS productivity software working knowledge and experience

### General Skills:

- Professionalism
- Ability to work in a team
- Ability to liaise with clients and vendors
- Very good communications skills, phone manner and personal presentation
- Diagnostic, troubleshooting and problem solving skills
- Good time management skills, ability to multi-task and to work without supervision
- The ability to manage conflicting priorities and a wide range of tasks
- A thorough understanding of current software technologies and a genuine interest in the future of information technology.
- The ability to research and apply a wide range of software applications