



Job Description – Junior IT Support Technician

Primary purpose of role

This is a full-time role for a junior support technician based in Nadi. The role will provide support to remote sites, primarily in Nadi hence occasional travel may be required outside of Nadi area. The role will also provide wider group support as directed by the IT manager and through work allocated via the IT Support Service Desk.

The successful candidate will be expected to complete defined IT maintenance and support tasks directed by the IT manager or Senior technician. Work is managed through tickets generated via the IT Service desk system.

The successful candidate will ensure that IT support requests are managed effectively and responded to in line with agreed service levels, either by completing requests themselves or via subject matter experts within the team or wider business.

Candidates must be prepared to undertake security clearance as part of the company's vetting procedures.

Duties and Responsibilities:

Reporting to the IT Manager you will be required to:

- Complete allocated tickets from the service desk system in line with agreed service levels
- Assist colleagues on their tickets when you queue is completed
- Provide support in person or UC/ telephone to Customers and the remote sites

Support will cover but is not restricted to:

Ticket queue management

- Managing tickets through their full-service lifecycle using the Service desk system
- Ensuring tickets are updated and customers are kept fully informed of progress Support for MS Windows all current versions

System and application support

- Support for Office 365, Microsoft Office and general desktop/application Support Desktop PC/Laptop installation/Mobile configuration
- Support for Linux and Apple OS installation/general Application Support
- Anti Virus Deployment and support
- Updating Microsoft Active Directory and providing password resets
- Making changes to the telephone system as instructed
- System patching

Hardware support

- Cabling and moving hardware
- Peripherals support including Printers/ Scanners
- Telephone systems

Monitoring

- Responding to system alerts in line with Service Levels
- Proactively tracing alerts with a view to prevent customer impacting issues occurring
- Monitoring of NOC systems

Cloud Support

- Providing support as directed to the Cloud based platforms
- Cloud Services Support

Virtualisation support

- Providing Support
- Troubleshoot /Installation and provision of Virtual Machine

Cyber Security support

- Providing Support and remediate
- Responding to system alerts in line with Service Levels
- Troubleshoot /Installation and provision cybersecurity products & Services

Network support

- Providing Support and troubleshooting
- Responding to system alerts in line with Service Levels
- Troubleshoot /Installation of networking equipment
- Troubleshoot Network connections and Rack Level Patching

Door Entry system support

- Create users and disable users
- Troubleshoot entry systems
- Installation and provision of entry systems

Maintaining accurate records of

- Licence Renewals
- Maintaining accurate documentation
- Maintaining Troubleshooting documentation
- Equipment Procurement and Stock management
- Equipment Disposal
- Liaising with external clients and third-party service providers

Applicant Requirements:

- 2 to 3 Year Experienced In similar role
- Ability to work unsupervised
- Experience with Microsoft operating systems, including installation and configuration
- Experience with computer and peripheral hardware servicing and basic repairs
- Some IT/Computing qualifications (CompTIA,CCNA, Fortinet, VMware, Veeam) are preferable but not essential
- Knowledge and understanding of standard office software packages
- A good standard of written and oral communication
- Ability to work effectively within a team environment, both taking direction from and supporting other colleagues
- Flexibility regarding working hours as there are likely to be circumstances
- Where you will be required to start early or finish later than usual
- A full Fiji driving licence is required for this role and access to a vehicle is preferable
- BYOD - Communication and basic laptop

Training Opportunities:

- Basic training will be provided both on the job
- Training will be provided for Service Desk
- Access to on-line training libraries will be made available for extracurricular study
- Training plans will be agreed with the IT Manager and senior technician
- Continuous professional development through on-the-job training by senior engineers

Email your applications with a detailed CV with Referee details to manager@groundwirecomputers.com or Post mail

Groundwire Computers

P.O Box 1373,

Nadi.

Only Shortlisted candidates will be contacted.