Level 1-2 Desktop Support Technician.

Would you like your workplace to be:

- Dynamic
- Flexible and supportive
- A place that puts people first?

Do you love:

- Helping people to improve things through technology
- Working with small and medium businesses where you can make a real difference
- Translating tech-talk into something that people understand?

Then we're looking for you.

Who are we?

We're a growing I.T. Managed Service provider who helps our clients and their people succeed in business by making sure their technology meets their needs. To help us with this, we're looking to add a new member to the ranks of our exceptional technical support team.

What we need

This role is for a Level 1-2 Technician who has some experience in the technology sector or experience supporting people with their technology needs. You'll be primarily responsible for providing remote and phone support, with increasing onsite support as your skills grows. To do this successfully, you're going to need a good understanding of wide range of technologies but primarily Microsoft Windows, Microsoft Office and Office 365. At least a basic level of experience with small to medium business networking technologies and IP configuration, and common backup and security protocols and standards

In addition to being a technology enthusiust, we're looking for a person who wants to join a dedicated team that's focused on long-term growth. You'll need to be patient, flexible and willing to commit. And we're very happy if you have corporate experience, but because you'll be regularly dealing with a wide range of clients who have different levels of technical knowledge and budgetary constraints, you'll need to be able to clearly demonstrate an ability to collaborate both with our team AND our clients in finding the best possible solution for their needs.

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PO BOX 2297 | Blackburn South VIC 3130 | ABN: 20 111 097 824 | (03) 9874 5473 | info@p1technology.com.au | p1technology.com.au

What you'll be doing

The types of things you'll be doing in this role include:

- Providing an excellent level of phone and remote support to a wide range of clients.
- Installing, supporting and maintaining desktops, notebooks and mobile devices
- Resolving basic issues and then escalating service tickets to more experienced technicians.
- Managing work queues through the Helpdesk, remotely and on-site
- Reviewing, mediating and reporting on daily system checks.
- Contributing to and updating technical documentation.

Your technical skills

You must have:

- Recent computer, server, and network troubleshooting experience
- The ability to effectively and efficiently troubleshoot technical problems
- Good knowledge of current Microsoft desktop and preferably a basic level of supporting and working with server operating systems
- Good knowledge of desktop computer hardware
- A demonstrated understanding of networking protocols and technologies
- Office 365 experience preferred

Other requirements

To be a good fit for our team, you're going to need to show us that you:

- Are resourceful and able to take initiative in a dynamic environment
- Have excellent spoken English
- Have excellent personal presentation
- Own a car (with a Victorian Driver's License and Insurance)
- Have a valid Working With Children Check and a Police Check (or will get them if you're our successful applicant)
- Are an excellent communicator
- Have the ability to multi-task and delegate
- Are motivated and enthusiastic
- Know what it means to be reliable (and punctual)
- Are a team player with a high level of integrity

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What you can expect from us

We're people driven and that applies to our team as well as our clients. The successful applicant can expect:

- To use leading tools and technology in the MSP space such as Solar Winds, N-able and Datto Autotask

- To work with quality team members

- Be a supported member of our team

- Flexible working hours and the ability to work remotely once you've demonstrated your skills and reliability

- Opportunities for training and advancement

- Bonuses and incentives

- A package that matches your skills and experience.

To apply

Please submit your application and resume via the WebSite.

About P1 Technology

We're a growing managed service provider offering a complete end-to-end technology support service for businesses that are looking for a different way of managing their I.T. needs. How are we different? We believe that the best technology solutions put people and business first. We serve people and business first, then technology.

We work with businesses that want to get out from underneath the burden of technology. It's our vision to create technological freedom that creates workplaces where people want to work – wherever and whenever they please.

We are people driven technology.

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