

IT Service Support (Parental Leave Cover) & IT Service Support (Project)

Thank you for your interest in our **IT Service Support** positions.

Please note that we are recruiting for 2 positions at this time. The **IT Service Support (Project)** will be responsible for assisting with the relocation back to our home at the Wharf in Walsh Bay and will be contracted from September to December 2020. The **IT Service Support (Parental Leave Cover)** will also assist with the relocation, but will continue on covering the day to day IT duties until August 2021.

1. Hours of Work

The usual hours of work are 9am-5pm Monday to Friday. However, the job requires a willingness to work flexible hours. The positions will initially be based at Fox Studios, Moore Park, however will be relocating to The Wharf in Walsh Bay in late 2020.

2. Salary and Entitlements

- Salary is dependent on skills and experience
- 4 weeks annual leave
- Complimentary tickets to STC productions (subject to availability)
- 10.5% superannuation

3. Application

In order to make your application for this position, please forward your resume and a cover letter briefly demonstrating how your experience is applicable to this position as outlined in the criteria below. **Please note, applications which do not address the selection criteria in a cover letter will not be accepted.**

4. Selection Criteria

- Minimum 3 years of Helpdesk Support experience in a hybrid Windows/Mac environment.
- Experience with Desktop Management including upgrades, software roll-outs, training
- Experience using and administering Windows Server / VMware environments: including User Account management, security, patching, backups and print management
- Experience administering networks and firewall
- High level of interpersonal and communication skills
- Superior Customer Service and troubleshooting skills
- Ability to work autonomously, prioritise various issues and meet deadlines
- Demonstrated ability show initiative and work collaboratively as part of a team

If you could please specify which role you are applying for in your application, that would be greatly appreciated. Applications close at 5pm on **Tuesday 8th September 2020**.

Please forward your application to: recruitment@sydneytheatre.com.au

Must be an Australian resident or hold a current, appropriate working visa.

Job Description

Position title: IT Service Support

Reports to: IT Manager

Job overview

Working as part of the IT team, the IT Service Support role is the primary point of contact for IT Service and Support requests. The IT Service Support position acts as an interface between the business and IT, responding to and resolving any issues, with a focus on excellent customer service. The role also involves system administration, proactively monitoring key systems, working on upgrades and projects as directed and contributing to the development and enhancement of all IT Services.

Key Responsibilities

The role is responsible for the following tasks and activities which includes:

IT Helpdesk

- Providing support and assistance to staff who may encounter issues or problems, need help configuring or operating Desktops, Laptops, Mobiles, Tablets, Printers, etc.
- Logging Incident and Service Requests via the IT Helpdesk
- Ownership and diagnosis of Incidents and Service Requests to resolution
- Escalation of Incidents and Service Requests where appropriate
- Proactively communicating with customers regarding status of Incidents and Service Requests
- Desktop Management, including upgrades, software rollouts and training

System / Network Administration

- Administer and troubleshoot Windows Server / VMware environment: including patching, backups and upgrades
- Administer network and firewall environment
- Manage User Accounts, network access and security
- Create and maintain System and User Documentation
- Proactively monitor key systems to ensure optimal service delivery
- Liaise and manage relations with key 3rd party vendors for support, upgrades, etc

Workplace Health & Safety

For the purposes of the Workplace Health and Safety Act and Regulations the IT Service Support role must ensure that she/he:

- takes reasonable care of the health and safety of themselves and others.
- works in a safe manner and follows procedures introduced for his protection.
- participates in any training or education necessary to enable him to work safely including familiarisation with the STC's OH&S Policy.
- reports any unsafe work practices or conditions to his supervisors
- cooperates with Sydney Theatre Company in their efforts to comply with workplace health and safety requirements.

Environmental Sustainability

To support the Company's vision of becoming the world's most sustainable theatre company, the IT Service Support role must ensure that she/he:

- takes reasonable steps towards minimising the environmental impact of their role and that of the Company;
- works in an environmentally responsible manner and follows procedures introduced to this end;
- participates in any training or education necessary to enable them to work sustainably including familiarisation with the Company's various green policies;
- brings to the attention of the internal Green Team any situations or practices that could be improved in relation to environmental performance; and
- co-operates with Sydney Theatre Company in their efforts to lead in the area of environmental sustainability.

Other information

Key relationships	Capabilities and competencies
<ul style="list-style-type: none"> • IT Manager • Database and Application Manager • All Company IT users • External Companies and Hirers 	<ul style="list-style-type: none"> • Minimum 3 years of Helpdesk Support experience in a hybrid Windows/Mac environment. • Experience with Desktop Management including upgrades, software roll-outs, training • Experience using and administering Windows Server / VMware environments: including User Account management, security, patching, backups and print management • Experience administering networks and firewall • High level of interpersonal and communication skills • Superior Customer Service and troubleshooting skills • Ability to work autonomously, prioritise various issues and meet deadlines • Demonstrated ability show initiative and work collaboratively as part of a team

This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.