Position Description

Title: Level 4 IT Technician	Reports to: Service Manager
Salary:	Responsible for: Nil
Date Revised: Sept 2022	
Purpose: Provide IT support to clients, other iAssist employees and Management.	
Notes: This position requires a significant role responsibility in matters of personal judgement, discretion, confidentiality, integrity, initiative and autonomy. The success of the role will be based and reviewed on successful demonstration of these attributes.	

Role: Service	
Task	**Expected outcomes, measurements and control**
Identify Client Requirements	• Accurate diagnosis of issues unusual, intermittent or undefined malfunctions
Troubleshooting	• Resolution of problems with minimal comebacks through applying logical, methodical, analytical approaches to isolate and resolve • Efficient and professional phone, remote and onsite support
Installation & Configure of Software & Hardware	• Completion of installation and configuration of hardware and software in a timely and efficient manner • Adherence to legal licensing agreements and manufacturers recommended use policies
Documentation	• Accurate and prompt recording of all notes pertaining to all jobs attended to • Summarising of problem resolution and follow-up required • Authoring of user friendly white papers when requested • Accurate recording of all variations in SAM job.
Project Management	• Maintain contact with problem situations and assist until satisfactory resolution is achieved • All tasks managed as per the scope of works. • Accurate identification of all outside scope of works and follow procedures to obtain written variations • Tasks completed as requested and/or scheduled in a timely manner
Teamwork	• Effective & prompt communication with Supervisor on completion of tasks • Effective positive communication with all team members of the IT Department and iAssist staff as a whole
Client Interaction	• All interaction with clients is professional and handled with respect and utmost confidentiality & integrity for both the client and iAssist • All communication with the client is easily understood by the client • Communication of final status to local management prior to leaving the site

Other	- Answer general phone and counter enquiries and handle as per iAssist procedures and policies. - Log jobs as required - Receive payments when required following the appropriate procedure - Other tasks as directed by Management

What we are looking for: Qualifications	
Mandatory	- Minimum of Green Provisional Drivers Licence which must be valid for the entire duration of employment with iAssist - Minimum Cert IV Information Technology or equivalent - Minimum 2 years current experience in the IT Industry - A+ Certification (or able to pass within 3mths of commencement) - Minimum of 1 MCP from iAssist preferred list (or able to pass within 6mths of commencement) - Ability to pass a national police check that meets the Australian security Standards of our industries within two weeks of commencing work.
Highly Desirable	- Microsoft 365 Experience - Good understanding of Cloud technologies
What we are looking for: Skills and Attributes	
In addition to our internal Culture and Values you will have:	- PC based and Windows knowledge and technical skills - Highly motivated - Sound time management skills - Ability to work unsupervised - Ability to think laterally - Sound problem solving skills

Our Vision   *iAssist: Real Solutions – Local People – Respected Australia wide*

Our Mission   *iAssist is committed to building professional relationships by giving exceptional, friendly service you can trust.*

iAssist Internal Culture

Confidentiality	To treat all iAssist, co-worker and client data, information and systems entrusted to us with the highest degree of ethical standards.
Accountability	An iAssist team member is expected to take ownership and responsibility for their actions at all times.
Productivity	An iAssist team member must be able to manage their own time and resources in order to be efficient and effective. In turn the organisation will provide the environment and systems required to do so.
Teamwork	Each individual contributes and works together to achieve a common goal through effective communication, collaboration, support and encouragement.
Fun	Whilst maintaining a professional outlook and conduct, it is encouraged to have a laugh and joke within the team environment.
Reward and Recognition	We each acknowledge other team members and the contribution they make to the organisation.

iAssist Core Values

Trust	Building relationships through confidence in our integrity, reliability and character.
Integrity	We uphold mutually beneficial moral and ethical values.
Care	We make it a priority to understand your concerns and take a personal interest. Your problems are our problems and our solutions are your solutions.
Knowledge	We are dedicated to remaining at the forefront in our field by continually advancing our skills and expertise.
Innovation	We partner with industry leaders to understand new technologies and methods in order to provide solutions that meet the unique needs of our clientele.
Commitment	We deliver a holistic solution by taking responsibility and managing each task to a resolution.

Name: _____

Signature: _____   Date: _____