

ICT Level 1 Support Technician – Casual - JOB DESCRIPTION

JobTitle:	ICT Level 1/1.5 Helpdesk Support Technician - Casual		
Department	ICT	Role Location	Off-site and On-Site requirement
Agreed Day(s):	TBD	Agreed Hours:	TBD
Start Date:	July-2022 (6 months)	Reports To:	ICT Manager

OBJECTIVES

To provide Level 1/1.5 helpdesk support to Médecins Sans Frontières Australia's ICT department.

Main tasks and responsibilities

- Provide Level 1/1.5 ICT support includes triaging, documenting, escalating and hand-on first responder support
- Support Helpdesk activities, including registering and responding to tickets.
- Assist in ICT support functions such as troubleshooting, configuration and installations and deployments as directed by ICT Team Leaders and Manager.
- Support the administrative functions of the department including documentations and communicating with the users.
- Help in maintaining MSFA's infrastructure including on premise servers, updates, upgrades, backups, O365 and other applications used by MSFA's departments

Essential Skills

- Troubleshooting and configuring windows OS's 10/2016, Azure based VM's.
- Configuring and troubleshooting basic software and network issues
- Proficient in using various desktop environments cloud and on-premises
- Having working knowledge of Networking concepts, LAN/WLAN device configurations etc.
- Hands-on with cloud concepts and basic Active Directory and Server administration