Junior Systems Engineer

Hill Labs

Purpose

This position provides service support as part of the IT team to meet business requirements. The role provides an escalation point for the IT Support team in order to better support the business, as well as being a resource on IT projects.

Look forward to a brighter future

Education

- IT qualification or relevant IT Support experience

Work experience

- 2 - 4 years' experience in providing IT Support, or relevant experience, including demonstrated experience in delivering technical support for hardware devices such as PCs, laptops, and printers as well as providing hands on support of network equipment
- Experience in supporting user facing products like M365 and Windows OS.
- Proficient in utilizing ticketing systems such as JIRA service management, Zen desk etc

Skills

- Understanding of Networking principles; Knowledge of Microsoft product administration
- Strong problem solving, time management and decision-making capability
- Good communication skills; confident with both in-person situations, as well as over the phone

Behavioural competencies

- Demonstrates self-awareness
- Effective collaboration
- Results-focused

Key focus

- Prioritise and work through issues reported to the IT support team, point of escalation within the IT Support Team for complex issues.
- Project co-ordination and implementation.
- Infrastructure support, network management, backups, 365 Administration.
- Work to complete any assigned project deliverables and continually drive to meet SLA timeframes.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Advocate for the safety and wellbeing of others within the environment.
- Adhere to quality standards and environmental / sustainability principles. Participate constructively in all continuous improvement initiatives.

People and environment
We care about our people and strive for environmental sustainability.

Innovation and agility
We are responsive to the needs of our customers.

Honesty and integrity
We build trust.

Accountability and discipline
We deliver the right result, first time.